



# Brown County Human Resources

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**Classification:** Information Technology Director

**Salary:** \$56,000 - \$85,000 = DOE

**Department:** Information Technology

**Reports to:** Brown County Commissioners

**FLSA:** Exempt

**Opening date:** 03/20/2020

**Closing date:** 03/27/2020

## **JOB DESCRIPTION**

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### **Summary/Objective:**

Responsible for planning, organizing and directing all activities and staff related to Brown County's technology services functions which includes network connectivity and information technology infrastructure.

### **Essential Functions:**

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Manages and directs the activities of assigned staff; coordinates, prioritizes and assigns tasks and projects; tracks and reviews work progress and activities; directs the recruitment and selection of staff; undertakes disciplinary action as required; conducts performance evaluations.
- Develops and implements goals, objectives, policies, procedures and work standards for the IT department; prepares and administers the department's budget.
- Strategically plan and implement changes in IT infrastructure to meet the needs of Brown County; identifies and implements new technologies; collaborates with management and departments to identify and provide solutions for their environments.
- Manages network infrastructure; maintains and upgrades systems and equipment; troubleshoots and resolves issues.
- Manages data and server backup infrastructure and software for disaster recovery purposes.
- Manages network security, virtual management environment, email and spam system, and Mitel phone system.
- Manages and coordinates information technology projects through design, procurement, and implementation phases; researches and selects appropriate hardware and software for Brown County's operational needs.

*An Equal Opportunity Employer*

- Works with Department Heads to coordinate efforts and manage contracts with outside entities and vendors.
- Stays current on advancements in technology; identifies and assesses opportunities to improve services for the benefit of Brown County employees and the public.
- Performs IT professional and technical duties as required.
- Contributes to the efficiency and effectiveness of Brown County Departments, to its customers by offering suggestions and directing or participating as an active member of a team.
- Translates technical issues and problems into language understandable by non-technical people.
- Represents Brown County with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.

**Competencies:**

- Administration
  - o Principles and practices of budget development and administration.
  - o Supervising programs, projects and staff.
  - o Setting priorities, coordinating multiple activities and meeting critical deadlines; reading and interpreting specifications and contracts.
  - o Principles and practices of employee supervision, including selection, work planning, organization, performance review and evaluation, and employee training and discipline.
  - o Planning, organizing and administering a comprehensive information systems and technology management program.
  - o Develops and maintains project plans and timeframes for project teams.
  - o Administrative principles and practices, including goal setting, program development, project management, implementation and evaluation, and the management of employees.
  - o Principles and practices of developing teams, motivating employees and managing in a team environment.
  - o Developing effective work teams and motivating individuals to meet goals and objectives and provide customer services in the most cost effective and efficient manner.
  - o Training others in policies and procedures related to the work and providing for their professional development.
- Stress Management/Composure
  - o Determining and executing proper course of action under emergent conditions.
- Teamwork Orientation
  - o Establishing and maintaining effective working relationships with those contacted in the course of the work.
  - o Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.
  - o Assists departments with the setting of their IT priorities and incorporating those priorities into their IT strategic plan.
  - o Assist departments with transition to new processes and technologies.
- Decision Making
  - o Agency regulations, policies, office administrative processes and procedures.
  - o Safety and security policies and procedures.
  - o Record keeping principles and practices.
  - o Using initiative and independent judgement within established policy guidelines.

- Communication Proficiency
  - o Principles and techniques of public relations and customer service, both in person or over the phone
  - o Preparing clear and concise written incident reports.
  - o Communicating effectively in oral and written forms.
  - o Dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.
  - o Techniques for representing the IT department and the County in meetings and negotiations with a wide variety of individuals and groups.
- Technical Capacity
  - o Operational characteristics, capabilities and limitations of various hardware, software and network equipment and systems.
  - o Backup and disaster recovery methodologies, strategies and software.
  - o Applicable laws, codes and regulations.
  - o Troubleshooting hardware and software.

**Supervisory Responsibility:**

This position has supervisory responsibilities; currently there are 2 employees on the IT staff.

- Will provide work direction and mentoring to IT staff;
- Provide oversight to IT staff assigned to projects.

**Work Environment:**

Typical office environment; may include prolonged sitting and/or standing.

**Physical Demands:**

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job.

- Reaching: extending hand(s) and arm(s) in any direction
- Fingering: picking, pinching, typing or otherwise working primarily with fingers rather than the whole hand or arm as in handling
- Grasping: applying pressure to an object with the fingers and palm
- Talking: expressing or exchanging ideas by means of the spoken word
- Hearing: perceiving the nature of sounds without major correction
- Repetitive motions: substantial movements (motions) of the wrists, hands and/or fingers; bend, balance, climb, pivot, stoop, lift, stand, kneel, or squat
- Vision: close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus
- Light Work: Regularly lift and/or move up to 10 pounds; frequently lift and/or move up to 25 pounds; occasionally lift and/or move up to 50 pounds

**Position Type / Expected Hours of Work:**

Full-time; Hours: Monday thru Friday, 8:00 am to 5:00 pm; subject to on-call / after-hours work to resolve system issues.

**Travel:**

Periodic travel for training may be necessary for this position.

**Education and Experience:**

- Bachelor's degree in Information Technology, or a closely related field; AND five (5) years of information technology operations experience at a management level; OR an equivalent combination of education, training and experience.
- Not required, but experience with the following would be a plus:
  - o Records Management,
  - o Security and surveillance systems

**Required Certificates, Licenses, and Registrations:**

Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.

- Possess or be able to obtain a valid SD driver's license
- U.S. citizen.
- No felony convictions
- Possess or be able to obtain the following certifications:
  - o CJIS – Criminal Justice Information Services
  - o NCIC - National Crime Information Center
  - o FERPA – Family Educational Rights and Privacy Act

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Apply by:**

Submit cover letter and resume or Brown County application to:

- Brown County Human Resources  
25 Market St.  
Aberdeen, SD 57401

or

- Email: [Erica.Coughlin@browncounty.sd.gov](mailto:Erica.Coughlin@browncounty.sd.gov)