



CUSTER COUNTY, COLORADO

205 S. 6th Street, PO Box 150
Westcliffe, CO 81252

JOB DESCRIPTION

POSITION TITLE: Information
Technology/GIS Director

FLSA Status: Non-Exempt

Introductory Period: 6 months

Person:

Anniversary Date:

Supervisory Role:

Job Summary

Provides technology vision and leadership to the organization by developing and implementing communications and information technology (IT) initiatives and plans that improve the organizations effectiveness and assists the County in delivering quality service to constituents in a constantly changing environment. Utilizes technology in new and creative ways as well as ensuring the continuous delivery and operation of all County communication and information technology systems. Provides strategic and tactical planning, development, evaluation and coordination of the communications and information technology systems. Manages the operations of multiple information technology, communications and business departments. Maintains the integrity of all electronic and optical books and records of the enterprise including review of computerized and manual systems, information processing equipment and software for acquisition, storage and retrieval and definition of the strategic direction of all information technology and communication systems and operations. Coordinates the integration of data, information and communications systems and serves as the catalyst for new systems development. Integrates technology into the business function, for ongoing operations and for the planning and implementation of the organizations strategies.

Essential Functions of the Position:

- Develops, plans, implements and administers division goals and objectives as well as policies and procedures necessary to provide a full range of information technology services including software application services (software and GIS), technology support services (computer and network operations, communications and output and mail center) and business administration services (imaging center, records management and accounting) in support of the mission, goals, policies, procedures and programs of the County.
- Analyzes requirements and assists in preparing department budget requests and proposed fiscal year work plans for the division for personnel, operations, hardware, capital and training in support of IT; oversees and directs division/department budgets.
- In coordination with Board of County Commissioners, approves and coordinates all major projects related to selection, acquisition, development and installation of communications and information technology systems for the County.
- Participates as an integral and active member in the strategic planning process of the enterprise and develops, supervises, coordinates, guides and maintains IT strategic and operational plans in support of the overall County-government mission and business strategy.
- Establishes and maintains a positive working relationship with all County divisions, departments and elected official offices to optimize working relationships/communication



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and to coordinate division/department activities with other County divisions and departments, as well as outside agencies and organizations

- Provides advice for evaluation, selection, implementation and maintenance of information technology systems and communications systems, ensuring appropriate investment in strategic and operational systems; maintains up-to-date knowledge and contact with communications and information technology systems suppliers, peer organizations and academia and maintains knowledge of current technology, equipment, prices and terms of agreements to minimize the investment required to meet established service levels.
- Installs, maintains and troubleshoots hardware and software.
- Troubleshoots and configures client network connectivity.
- Installs, maintains peripherals.
- Configures and troubleshoots smart phones.
- Performs monitoring and problem resolution in network operations.
- Configuration and support of voice mail and electronic mail at the client level.
- Configures and installs computer workstations, peripherals and smart phones for all end users in the organization.
- Performs setup and programming of physical network connections from the workstation to the physical network access point.
- Diagnoses PC hardware, software and LAN technical malfunctions and provides repair or resolution.
- Researches new software and hardware products. Assists in providing inventory control for PC's and other computing equipment or supplies.
- Administration of various network services, all DSL and internet workstations.
- Maintains various printers and scanners.
- Researches, designs, develop, and tests computer or computer-related equipment and applications for departments/users/entities of Custer County.
- Generates advanced level reports from a number of databases to obtain requested information needed for County business.
- Sets-up, configures, tests, maintains, operates and troubleshoots audio visual and technical equipment as necessary.
- Performs other duties as appropriate or necessary for performance of the job
- Creates visual representations of geospatial data using complex procedures such as analytical modeling, three-dimensional renderings and plot creation.
- Performs computer programming, data analysis or software development for Geographic Information Systems (GIS) applications, including the maintenance of existing systems or research and development for future enhancements.
- Prepares maps, graphics and data products as necessary for quality assurance procedures or in response to internal and external customer service data and mapping requests.
- Creates, edits or analyzes geospatial data using Global Positioning Systems (GPS) and digitizing techniques.
- Documents, designs, codes or tests Geographic Information Systems (GIS) models, internet mapping solutions or other applications.
- Conducts or coordinates research, data analysis, systems design or support for software such as Geographic Information Systems (GIS) or Global Positioning Systems (GPS) mapping software.



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- Develop small software systems including creation of user interface layout and programming that enhances existing GIS applications for departmental productivity.

General Requirements:

- Attends meetings, classes and trainings as required or requested by the BOCC.
- Solicits changes to improve procedures that would result in efficiencies, cost savings and safety.
- Communicates actively, clearly and regularly with BOCC and staff on all work-related topics.
- Understands, observes, enforces and complies with all Governmental, County and Departmental policies, procedures and protocols when performing job duties.
- Possesses excellent oral and written skills to communicate effectively.
- Establishes and maintains effective working relationships with Custer County employees from same or different departments/offices, entities, vendors, members of the community and all customers.
- Ensures that employees observe all safety procedures and practices in order to prevent injuries or damage.
- Schedules meetings with employees as required to provide adequate information to ensure active communication at all levels.
- Effectively manages multiple projects at once.
- Effectively deals with stressful situations.
- Easily adapts to sudden and unexpected changes in work assignments.

Knowledge, skills and abilities:

- Business principles and techniques of organization, management and administration needed to understand the key issues that exist in County Government.
- Strategic, tactical and operational planning.
- Business office operations as it pertains to budgeting, expensing, cost accounting, billing and reimbursement.
- Methods and techniques for contract negotiation, vendor management and request for proposal preparation and evaluation.
- Performance measurement, goal setting and customer service improvement practices.
- Supervisory principles, procedures and methods including selection, training, discipline and evaluation.
- Analytical and problem solving skills.
- Systems design and development processes including requirements analysis, feasibility studies, business process analysis and redesign, software design, programming, pilot testing, installation, evaluation and operational management.
- Information technology systems and software development methods.
- Project management methods and techniques.
- A broad range of communications and information technologies (and future trends) including n-tiered client/server computing environments, web technologies, internet/intranet, operating systems (Microsoft Operating Systems, Androids and iOS), database systems (SQL Server, Access), development tools (Visual Basic, Active X, Java, XML, HTML, PHP and Python),



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local and wide area networks, firewalls, wireless networks, fiber optics, storage systems, imaging, digital printing, e-commerce, digital signature and electronic data interchange, telephone switches, microwave and public safety radio systems, geographic information systems and the understanding of their features and integration capabilities.

- Federal, state or local government business.
- Communicate clearly and concisely, both verbally and in writing.
- Read and comprehend department and County rules, regulations, policies and standard operating procedures.
- Develop and implement short and long-range plans.
- Link and apply complex technologies to business strategies by assessing organizational needs and relate appropriate communications and information technology solutions.
- Successfully plan, implement and support large, complex communications and information technology projects.
- Plans, organizes, schedules and monitors tasks and resources in order to accomplish established goals and objectives; set and manage priorities.
- Develops, implements and evaluates methods, procedures and policies applicable to IT Planning and Administration, Application Development and Support, Technical Support Services, GIS and Mapping Services, Communications Services and Support Services.
- Assists key staff in obtaining departmental goals and to prepare and administer department budget requests for all assigned services; prepare proposed fiscal work programs.
- Coordinates division activities with other County program efforts assuring coordination with County or outside agencies.
- Demonstrates one-on-one and group interpersonal skills dealing with people beyond giving and receiving instruction; perform under stress and when confronted with persons also under stress.
- Establishes and maintains effective working relationships with other County employees, representatives of other agencies and organizations and members of the community.

Requirements

Education:	Bachelor's Degree from an accredited four-year college or university in Computer Science, Computer Information Systems or related field required. Master's Degree in Computer Science, Computer Information Systems, Public Administration or Business Administration preferred.
Experience:	Minimum of ten years direct experience in an IT environment required. Minimum of five years of management-level supervisory and leadership responsibilities including strategic planning, budgeting and personnel management required.
Licenses and/or Certificates:	Valid Colorado Driver's License.
Special Requirements:	Must successfully pass background check and Drug/Alcohol screening Custer County residency is not required, but is preferred.

Physical Demands/Work Environment

	Occasionally (Less than 25% of the time)	Frequently (25% to 50% of the time)	Regularly (50% to 100 % of the time)	Not applicable
Strength -Lifts, carries, push, pulls or otherwise moves objects up to 25 pounds.			X	
Strength -Lifts, carries, push, pulls or otherwise moves objects from 25 to 50 pounds.			X	
Strength -Lifts, carries, push, pulls or otherwise moves objects from 50 to			X	



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75 pounds.				
Strength -Sits with brief periods of walking and/or standing.			X	
Strength -Walks and/or stands with brief periods of sitting.			X	
Climbing -Ascends or descends using feet and legs and/or hands and arms.			X	
Stooping -Bends body downward and forward. Requires use of lower extremities and back muscles.			X	
Reaching -Extends hand(s) and arms(s) in any directions.			X	
Handling -Seizes, holds, grasps, turns or otherwise works with hand(s).			X	
Fingering -Picks, pinches, types or otherwise works primarily with fingers rather than the whole hand or arm as in handling.			X	
Equipment Utilized -Office equipment such as computer, phone, fax, copiers, scanners, adding machine, etc.			X	
Schedule -Works shift work, weekends, holidays and subject to on call duty.			X	
Vehicles -Drives automobile and/or truck.			X	
Additional Information.	Work is subject to recurring deadlines and interruptions. Required to work beyond normal scheduled work hours.			

Performance Reviews

- This position is subject to periodic performance reviews.
- The post introductory period evaluation will also review the supervisory, communication, and community interactive skills.
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Pay Schedule

- 40 hours per week
- Rate of pay: \$ _____ per month with benefits – paid monthly

Minimum Hourly Wage	Maximum Hourly Wage
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Supervision: Board of County Commissioners