

DEPARTMENT: Commissioners
DIVISION: Information Technology (IT)
JOB TITLE: IT Director
LAST UPDATE: February 2025
FLSA STATUS: Non-Exempt

JOB SUMMARY:

To provide prompt and friendly service to resolve Cassia County's hardware, software, and network issues. Responsible for maintaining Cassia County's hardware and software with emphasis on security. Maintain recovery and backup protocols for critical Cassia County data. Provide on-call support for the County's facilities, on a 24-hour basis, Seven (7) days a week. Maintain a hardware inventory and replacement schedule. Maintain software licensing agreements. Direct overall operations and employees of the County's Information Technology Department.

NATURE AND SCOPE:

Works under the specific supervision, guidance and direction of the County Commissioners. Collaborate with the IT Committee to determine the needs of the County. This is a full-time position.

ESSENTIAL JOB FUNCTIONS AND REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and abilities required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

1. Current IT experience of 6 years with at least 2 in management, or 4-Year degree in IT / IT Management/Project Management related field - Preferably a combination of both
2. Experience in management of Windows Servers, Virtual Servers, and Microsoft SQL Servers
3. Experience in user-support and diagnostics of computer issues within Windows environments
4. Highly Experienced with various operating systems, networks, firewalls, software, and other related applications
5. Skills in employee supervisory, training, and evaluation methods and techniques
6. Able to work independently as well as in a group
7. Ability to meet deadlines and provide friendly service
8. Hires, supervises, trains, schedules, evaluates, and disciplines Department employees
9. Ability to analyze workflow to maximize efficiency
10. Ability to manage vendor contracts and service agreements
11. Skilled in evaluating new technology and recommending changes and upgrades
12. Knowledge of principles and practices of data security management
13. Maintain good working relationship with 3rd party services and vendors

SPECIFIC DUTIES:

The following duties are customary for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Diagnosing and resolving computer problems in software and hardware for all employees
2. Assist personal computer issues in person, remotely, or via phone
3. Exercise patience and ability to train users in both new and existing IT systems
4. Oversee installation, configuration, and updates of software and hardware
5. Administrate infrastructure, including firewalls, databases, malware protection software and other processes
6. Ensure and implement security measures on county wide basis
7. Manage daily redundancy, backup, maintenance, monitoring and other scheduled activities
8. Communicate technical concepts effectively to audiences of varying technical understanding
9. Help manage county website and give support to department website administrators
10. Help provide a systematic rotation schedule of workstations, servers, and other hardware
11. Help maintain county software licensing agreements
12. On-call for emergency computer issues with 911 Dispatch
13. Maintain up-to-date security practices and keep informed of current industry standards
14. Must maintain open communication with all departments and keep a positive attitude
15. Seek continued learning to keep skills current
16. Keep the IT Committee informed of projects and changes that are in the works
17. Develop and implement annual Department budget
18. Provide strategic long- and short-term planning and implementation of information technology, infrastructure, and associated systems
19. Assists in implementation of County policies and procedures related to the use of Computers and other technology and software
20. Planning and Running network cabling infrastructure, terminating ends and patch panels, and cable testing for integrity
21. Maintain connections and integrations with various state and federal agencies. (Idaho State Police, Idaho Transportation Department, FBI, Idaho Supreme Court, etc.)
22. Report regularly to County Commissioners in public meeting

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

1. Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively with others.
2. Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, technical documents, and review diagrams, drawings, specifications, and other documents.
3. Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment, particularly to be able to work with and manipulate computer hardware, along with cabling and wiring.
4. On occasion requires having the ability to lift over 50 pounds.
5. Sufficient body mobility, flexibility, and balance to work in an office environment which requires sitting for long periods of time.
6. The noise level in the work environment is usually moderate.
7. Will involve possible interaction with individuals in a variety of settings, including sometimes in difficult and adversarial circumstances.

The above is intended to describe the general content of and requirements for the performance of the position. It is not to be construed as an exhaustive statement of duties/responsibilities or requirements for the position.