



Director of Information Systems

Under the direction of the County Administrator, the Director of Information Systems functions as the Chief Information Technologies Officer and is responsible for maintaining, and supporting the information systems for Smyth County. The Director must demonstrate thorough knowledge of hardware, software, network and other information and communications technologies and work closely with County offices, agencies, and Constitutional Offices in coordinating operations. Duties include advising the County Administrator and the Board of Supervisors of any major computer system issues and updates of equipment or software. Problems encountered range from routine to highly complex in nature.

Responsibilities

- Leads, guides and communicates technological infrastructure services status to organizational leadership
- Integrates systems in accordance with organizational strategic objectives
- Develops, implements and reassesses short and long-term information plans
- Reviews hardware and software acquisitions and maintenance service contracts to ensure compliance with organizational goals, values and commitments
- Identifies and mitigates emergent issues in technology services, operations and tools
- Ensures that all information systems and networks operate according to internal standards and applicable standards of regulatory agencies and legal requirements
- Understands, interprets and explains technology concepts and solutions to a variety of audiences
- Organizes and prioritizes a variety of projects and multiple tasks in an effective and timely manner; meets critical time deadlines
- Establishes, maintains and fosters positive and effective working relationships with public, vendors, contractors and organizational staff
- Analyzes existing roadblocks and inefficiencies in providing technology services; strong ability to develop thorough strategies to address technology gaps

Knowledge, Skills, and Abilities

- Network configuration - manage, maintain, monitor and troubleshoot all network-based services (Windows Server, Active Directory, and Windows 10 devices)
- Strong knowledge of configuring and maintaining VMware and virtual environment VLANs
- Installation and configuration of physical and virtual servers and SANs
- Knowledge of Bright and Associates municipal software, Tyler Technologies, knowledge of IBM iSeries AS/400, RPG programming, Query
- Working knowledge of LAN and WAN topologies and architecture
- Installation, configuration, and management of firewalls, switches, and WIFI
- Manage, maintain, monitor and troubleshoot all systems for county and constitutional offices
- Knowledge of Southern Software for Sheriff and 911 Center
- Knowledge of VOIP phone systems
- Disaster Recovery and backup procedures

- Prepare and maintain written documentation
- Responsible for ensuring proper licenses and virus protection on all software products
- Involvement with RFPs for systems and services that may involve information systems
- Manage special projects that may enhance or secure information systems
- Display ethical and professional behavior working with the public, personnel, agencies, and constitutional officers

Department Management

- Implements technology solutions that meet departmental needs while maintaining an awareness of larger technology needs of the County
- Works closely with the County Administrator to establish budgetary goals and provide input towards priorities
- Develops the Information Systems operations budget including planning and budgeting for future technology operations
- Participates in the establishment of technology policies and practices and implements them to ensure security and regulatory compliance
- Assigns tasks, monitors progress, and provides guidance to department staff
- Leads and participates in meetings, presentations, and staff development/conferences to assure up-to-date skills and knowledge of trends among staff
- Travel to remote sites when required
- Position may require irregular or extended work hours.

Qualifications

- A bachelor's degree in Computer Science, Information Systems Management, or a related field; and five (5) years of professional experience in information systems management; or equivalent combination of education and experience.
- Significant professional experience and knowledge in a production environment with a majority of the following technologies is expected:
 - Personal computer systems (Windows and Chrome OS)
 - Personal productivity software (i.e. MS Office Suite, G Suite, and similar products and services)
 - Networking technologies (i.e. Ethernet, Wi-Fi / commercial broadband, fiber etc.)
- Two (2) years of supervisory experience is preferred and expertise in the application of public sector service goals and values in information systems management.
- Microsoft and/or Cisco certifications; MCSE, MCP a plus
- Proven written, verbal and interpersonal skills

Salary: DOQ with full County benefits.

Applications are available on line at www.smythcounty.org under the Human Resources link, and at the Smyth County Administrator's Office. Please submit completed application with resume to: Smyth County Administrator's Office, Attention Human Resources, 121 Bagley Circle, Suite 100, Marion, VA 24354 before **November 13, 2020**.

SMYTH COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER