

Department Director Information Technology

GENERAL SUMMARY

Primary function of the job is to assume responsibility for all activities, functions, and policies related to the assigned department, including the department's budget and staff. These positions provide strategic direction for the assigned department under the general guidance of the County Administrator and consistent with the County's overall mission and policies.

Employees must meet the minimum requirements, conditions of employment, and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodations.

This position may require irregular hours. May also be required to work on-call in an emergency. This position may require travel by the employee in the employee's own vehicle.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Supervises all staff of the department, either directly or indirectly through subordinate supervisors, including interviewing and selecting of job applicants, training, overseeing work, participating in disciplinary decisions and actions, and establishing and evaluating appropriate performance standards in accordance with the Grand Traverse County, City of Traverse City, 13th Circuit Court and 86th District Court objectives.
- Directs, manages, administers, monitors, and oversees all operations and activities of the department in a manner that conforms to the mission, goals, and objectives of the Grand Traverse County, City of Traverse City, 13th Circuit Court and 86th District Court objectives.
- Participates in the work of subordinate employees as necessary. Ensures the smooth, harmonious, and successful operations of the department.
- Serves as the primary technical advisor to the County Administrator and County Board of Commissioners regarding the department's function. Makes presentations to County leadership. Serves as the liaison between the department and the County Board, commissions, committees, local units, and the public. Provide leadership and vision to the County leadership regarding the individual's specialized area of expertise.
- Develops strategic plans for the department, including evaluating operations and functions, developing business plans and strategic initiatives, generating ideas and plans for improvements, developing and implementing new procedures and policies, assessing staffing needs, analyzing financial and operations data, and related activities.
- Prepares the annual budget for the department; reviews financial reports to ensure adherence to budget; prepares budget adjustments; reviews and authorizes accounts payable/receivable activities; manages assigned accounts and funds. Performs other financial functions and responsibilities specific to the department, which may include fundraising, seeking additional funding methods, managing grants, etc.
- Directs and manages community or public relations activities, representing the department to the public. Oversees the development of press releases, website content, newsletters, marketing plans, promotional materials, annual or periodic reports, etc.

Participates in community events and partnerships; serves on community boards, committees, or groups; speaks at events and local meetings.

- Provides comprehensive customer service, including delivery of accurate, prompt, and courteous assistance on complex policies, guidelines, and standard practices to internal and external customers, both verbally and in writing. Investigates and resolves complaints and concerns from customers and constituents.
- Manages contracts with vendors and contractors. Develops requests for proposal/price packages, selects vendors/contracts, specifies contract terms, provides direction to and oversees/evaluates the work of vendors/contractors.
- Responds to requests for information and provides subject-matter-expert guidance to other departments, citizens, the public, and/or outside agencies.
- Collaborates with the Grand Traverse County, City of Traverse City, 13th Circuit Court and 86th District Court leadership, all departments' representatives of other jurisdictions/agencies to establish and maintain optimal department operations and appropriate services to constituents and customers.
- Ensures compliance with statutory responsibilities and directives; evaluates and communicates the impact of potential legal or regulatory changes on the department and the Grand Traverse County, City of Traverse City, 13th Circuit Court and 86th District Court. Seeks to ensure that department activities, procedures, and outcomes are consistent with industry standards and best practices.
- Conducts or oversees a variety of special projects, including research, data analysis, and reporting related to the department's function or mission.
- Participates in/on a variety of meetings, committees, Boards, Councils, and/or other related groups. Leads departmental staff meetings.
- Implements an overall vision, strategy, and leads day-to-day operations for the Grand Traverse County, City of Traverse City, 13th Circuit Court and 86th District Court.
- Leads continuous effort to improve operations and seamless customer service, including plans for future services, innovation, data analytics and budget requirements.
- Manages IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance.
- Approves policies and procedures. Ensure compliance with all regulations such as CJIS/LEIN, PCI and HIPAA.
- Implements and maintenance information security matters with state and local government agencies.
- Collaborates with strategic partners and establishes vendor relationships.
- Ensures security of data, applications, networks and backup systems.
- Acts in alignment with user needs and system functionality to contribute to organizational success and the mission of the Grand Traverse County, City of Traverse City, 13th Circuit Court and 86th District Court.
- Identify opportunities to use information technology to solve business needs.
- Responsible for meeting internal/external audit requirements.

- Demonstrated experience working in cloud-based solutions such as M365, Azure, and Horizon
- Familiarity and support of streaming and audio technology
- Performs other job-related duties as assigned

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

Minimum requirements may vary by department. Typically, however, most Department Directors are expected to have the following:

- Bachelor's Degree in a related field.
- Four to six years of directly related, progressively responsible experience, including at least four years of supervisory or managerial experience.

CONDITIONS OF EMPLOYMENT (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.) A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include, but is not limited to: confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

DISTINGUISHING CHARACTERISTICS

Work involves gathering and analyzing information to determine the best course of action, based on general guidelines or rules of operations. This requires the use of judgment to choose alternatives, many of which may be correct, but one is better than another depending on the situation. Errors at this level could cause serious, but short-term consequences involving significant financial impact or cost, reduced service to the public, and/or strong negative citizen reaction requiring intervention from a higher-level manager and could impact others outside of the department.

Compared to the Account Clerk Specialist classification, this job is less complex and varied and requires less knowledge of accounting principles.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- Work is performed in an office environment
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel
- May be required to lift/move up to 50 pounds (such as a box of paper)

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Advanced proficiency in English grammar, spelling, punctuation.

- Advanced knowledge of federal, state and local legislation, regulations, and ordinances relevant to the department
- Advanced knowledge of the procedures, policies, practices, and fields of knowledge specific to the department
- Knowledge of governmental accounting, budgeting, financial management, and procurement
- Thorough knowledge of County functions, organization, and the department's role and relationships with other agencies/jurisdictions
- Understanding of the County's culture, mission, and organizational dynamics
- Knowledge and ability to use a personal computer to prepare reports, maintain records, search for and compile data
- Advanced interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Knowledge of supervisory and employee management principles, as well as knowledge of labor relations and union contract negotiations.
- Knowledge of applicable employee rights, protections and avenues of appeal
- Knowledge of applicable policies and procedures governing the hiring, employment and separation of employees
- Skill in assigning, prioritizing, monitoring, and reviewing work assignments
- Skill in mentoring and training employees with varying educational backgrounds and aptitudes
- Skill in anticipating potential personnel issues and taking appropriate action
- Skill in crisis management, including the management of critical incidents
- Ability to work in a unionized environment; ability to negotiate and facilitate labor/management issues; ability to make tough personnel decisions firmly, fairly, and respectfully
- Ability to lead with vision and demonstrate strong leadership qualities
- Ability to take initiative and drive organizational excellence
- Ability to develop and implement managerial policies and prioritize the needs of the department
- Ability to develop and execute strategic plans, champion and manage change, and articulate County leadership's priorities
- Ability to identify and resolve problems that may impact the mission of the department and the County.
- Ability to represent the County appropriately and effectively at a variety of community events and activities in support of positive public relations initiatives, and develop liaison relationships between the community and the County
- Ability to persuade others to gain concurrence or to resolve problems and gain cooperation
- Ability to interpret and explain complex policies, processes, regulations, and applicable laws in layman's terms
- Ability to consistently demonstrate sound ethics and judgment
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job

Grand Traverse County, MI Job Description

- Ability to facilitate meetings effectively and efficiently
- Ability to accurately organize and maintain paper documents and electronic files
- Ability to maintain the confidentiality of information and professional boundaries
- Ability to use County resources effectively and efficiently