IT MANAGER OPPORTUNITY IN THE OFFICE OF THE COUNTY COUNSEL

I. The Office of the County Counsel

The Office of County Counsel provides a similar breadth of legal services expected from in-house legal counsel, including advice and counsel regarding how to navigate emerging areas of law, civil litigation for the County, and negotiation and drafting of contracts and other legal documents. As a public law office, our advice impacts a wide array of policy matters that significantly affect the health, safety, and well-being of the County’s 1.9 million residents. The Office is committed to excellence; and providing exceptional, effective, and ethical advocacy and advice, focused on solving problems for the betterment of the County and the people we serve.

II. IT Manager Position

We are recruiting to fill an IT Manager position to manage the Office’s technological infrastructure, including both overseeing daily operations and providing short- and long-term IT strategic planning and recommendations to Office management. This is a hands-on position that will manage the Office’s network and information systems, servers, applications, databases, software deployment, software and hardware systems performance monitoring, storage management, asset management, IT continuity planning and recovery management, integration issues, end-user support, and internal IT processes. This position is part of a 4-person IT team and is responsible for supervising, training, and evaluating the performance of two Systems Administrators and an IT Field Support Specialist. The IT Manager plans, organizes, and manages all IT projects for an Office of 210 users; serves as an expert technical resource within the Office; serves as liaison with other County departments, including the County’s Technology Services and Solutions department and Information Security Office, as well as external vendors; and develops policies, procedures, and documentation for IT team use and end-user reference. This position is integral to ensuring support of all technical needs for the Office’s legal case.
management system and other legal software applications to ensure the availability, integrity, and security of attorney work-product, attorney-client privileged communications, and other information retained by the Office in its role as legal advisor for the County.

In addition to a strong IT background, successful candidates must have excellent judgment and demonstrate outstanding written and oral communication abilities and organizational skills. Necessary characteristics include the ability to work collaboratively with colleagues to support the needs of the Office and to interact professionally with external vendors, other departments, and end users. All personnel in our Office must maintain strict adherence to the confidentiality of the attorney-client privilege and attorney work product.

III. Typical Tasks

- Manages IT services delivery to support the Office’s IT strategy;
- Provides high-quality and professional IT services;
- Measures service performance and implements improvements;
- Participates in long- and short-range planning efforts;
- Ensures work, information, ideas, and technology flow freely among the team and ensures collaboration with other teams;
- Meets regularly with team members to gather work status, discuss work progress, and obstacles;
- Establishes measurable individual and team objectives that are aligned with business goals;
- Ensures staff has the resources and skills needed to support all work initiatives;
- Identifies staff skills and knowledge deficits;
- Provides advice, guidance, encouragement, and constructive feedback to staff;
- Documents and presents performance assessments and collaborates with staff to create individual development plans;
- Generates appropriate communication, process, and educational plans for mitigating the disruption of change for the end user;
- Discusses work progress and obstacles with management and removes obstacles to change;
- Tracks and takes appropriate steps to stay within budget;
- May be assigned as a Disaster Service Worker, as required;
- Performs other related duties as required.

IV. Knowledge of:

- Computer operations management;
- Multiple roles in systems implementation;
- Strategic planning;
- Multiple software development methodologies;
- Best methods for communication among teams/sections;
• Methods to keep apprised of work status, work progress, and obstacles;
• Principles of supervision and employee development;
• Resources and skills needed to support all work initiatives;
• Measurable individual and team objectives that are aligned with business goals;
• Performance assessment documentation;
• Organizational practices for staffing, performance management, staff development, reward and recognition, and retention;
• IT services that support IT strategy;
• Budgeting process;
• Service performance and performance improvement techniques;
• IT workforce deployment activities;
• Excellent customer service techniques;
• Demand management process and execution.

V. **Ability to:**

• Manage computer operations divisions;
• Implement multiple system roles in systems implementation;
• Implement successful on-time, on-budget applications/technology deployment projects;
• Develop and implement IT policies and procedures;
• Build relationships with people at a variety of levels;
• Communicate effectively among the team/section;
• Keep apprised of work status, discuss work progress and obstacles;
• Supervise staff by providing advice, guidance, encouragement and constructive feedback;
• Ensure staff has the resources and skills needed to support all work initiatives;
• Establish measurable objectives that are aligned with business goals;
• Document performance assessments in accordance with applicable labor contracts;
• Apply organizational practices for staffing, performance management, staff development, reward and recognition, and retention;
• Identify skills and knowledge deficits;
• Manage the delivery IT services to support the IT strategy;
• Track and stay within budget;
• Measure service performance and implement improvements;
• Provide high-quality services to customers;
• Implement process improvements.

VI. **Minimum Qualifications**

• Possession of a Bachelor’s degree from an accredited college in Computer Science, Engineering, Information Technology, Science, Business or a related field, and seven (7) years of IT and/or business work experience in the field to be supervised or a closely related field. Two (2) of these years of experience must include either
technical leadership or supervisory responsibilities.

OR

- Training and experience equivalent to the possession of a Bachelor’s degree. Relevant analytical, administrative, lead, supervisory or management experience that includes interpreting rules and regulations, gathering data and formulating recommendations, and report writing can substitute for education on a year-for-year basis; and Nine (9) years of IT and/or business work experience in the field to be supervised or a closely related field. Four (4) of these years of experience must include either technical leadership or supervisory responsibilities.

VII. Salary and Benefits

Salaries vary based on experience and qualifications. The annual salary range is $163,587.84 - $198,843.84.

The County offers comprehensive benefits, including:

- Medical, dental, and vision plans
- Significant paid vacation and sick time
- 12 paid County holidays
- 457 Deferred Compensation Plan
- Employee Assistance Program
- Dependent Care Assistance Plan
- Employee Wellness Program
- Tuition Reimbursement Program

Additional information regarding benefits is available here.

VIII. How to Apply

Applicants interested in applying should send a résumé, list of five references, and brief cover letter to hiring@cco.sccgov.org. Applications will be considered on a rolling basis, and interested applicants are encouraged to apply promptly.