

**COUNTY OF MARLBORO  
JOB POSITION DESCRIPTION**

**JOB TITLE:** Information Technology Manager  
**DEPARTMENT:** Information Technology  
**REPORTS TO:** County Administrator or designee      **FLSA STATUS:** Salary Exempt  
**DATE APPROVED:** 08/10/2021      **APPROVED BY:** JRM

**I. PURPOSE / SUMMARY:**

Responds to and manages service requests from end users and others, monitors their status through resolution. Negotiates and administers IT contracts for the procurement and support of information technology including hardware, software, network connections, telecommunications, services, and supplies. Plans, organizes, develops, evaluates, and prioritizes recommendations regarding the acquisition, installation, and maintenance of all County automated information systems. Serves as the advisor to County Administrator and senior staff with regards to IT matters.

**II. RESPONSIBILITIES:**

- 1) Responds to and manages service requests from end users and others, monitors their status through resolution.
- 2) Installs, configures, tests, maintains, monitors, and troubleshoots end user networked peripheral devices, workstation hardware, and networking hardware products.
- 3) Negotiates and administers IT contracts for the procurement and support of information technology including hardware, software, network connections, telecommunications, services, and supplies.
- 4) Plans, organizes, and oversees the County's technology plan and development and the improvement of information.
- 5) Provides expertise and advice to County Administration and department heads on the development and implementation of IT related matters which also includes but is limited to other technology systems such as telecommunication and security systems; reviews project feasibility; provides long-range planning necessary to maximize the use of existing County IT resources.
- 6) Prepares the annual Information Technology budget and monitors expenditures. Advises Department Heads and staff on IT related expenditures to be included in department budgets.
- 7) Ensures the alignment of the County's information management strategies with its business strategies.
- 8) Manages the development and maintenance of existing and future information management capabilities and resources; develops relationships with departments and contractors to facilitate project coordination and success.
- 9) Serves as liaison and coordinates with vendors who provide equipment installation on County network, restricts access by vendor to server and data storage equipment.
- 10) Promotes effective information management practices and procedures; assists management in devising information technology solutions which address County priorities and provide opportunities and solutions; pursues information technology partnerships with outside entities that benefits the County through the sharing of costs and risks.
- 11) Diagnoses, analyzes, solves, and repairs computer hardware, software, and peripheral equipment problems; installs network, servers, and data storage equipment.

- 12) Performs training personally or through the use of instructors (coordinated with County Human resources) for end-users in office software or new procedures, using a combination of virtual forums, classroom settings and one-on-one sessions.
- 13) Assists end-users in projects requiring additional equipment and/or software; researches requirements; makes recommendations.
- 14) Performs routine administration of the network and its component parts; provides support to department heads including back up of data and other routine procedures.
- 15) Keeps necessary records associated with the activities of the department concerning the labeling, placement, repair and disposal of all computer and network equipment and software.
- 16) Compiles and maintains a computer and technology life cycle management plan including inventory, aging schedule of all equipment and devices and corresponding replacement plan.
- 17) Develops, implements, and manages a comprehensive data backup plan to protect all county data in the event of a breach of security or catastrophic event/failure.
- 18) Recommends tools and products to enhance stability and functionality of network.
- 19) Performs related tasks as required.

**All County employees are considered public servants for the citizens of Marlboro County. When requested before, during, or after an emergency event, County employees are expected to work and serve the public in coping with the emergency.**

### **III. SKILLS/EDUCATION/OTHER REQUIREMENTS:**

- 1) Excellent verbal and written communication skills. Excellent interpersonal skills.
- 2) Excellent organizational skills and attention to detail.
- 3) Excellent analytical and management skills.

#### Required Education and Experience

- Associates degree in Computer Science, data communications engineering or a related field required; Bachelor's degree or advanced degree preferred.
- 5 years of related experience in a similar position.

### **IV. CERTIFICATIONS REQUIRED:**

Professional certification in related fields is preferred.

### **V. SUPERVISION:**

None

### ***DISCLAIMER***

*This job description indicates the general nature and level of work expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required and the responsibilities of the position may change.*