



COUNTY OF ANDROSCOGGIN

Information and Technology Job Description

TITLE: Information Technology Director (I.T.)

NON-EXEMPT POSITION

REPORTS TO: County Administrator

Scope:

The Information Technology Director manages and provides support, system and network administration for all County technology. Initiates technology research, drafts specifications for department RFPs, and helps to present technology costs for budgeting. The duties of the I.T. Director also require user level and systems support (i.e.: makes repairs to technology equipment, work station computers, printers and peripheral, maintains and updates the County's websites and the E-Mail system). Manages and maintains the County servers, firewalls, back up and replication, VOIP and Fax systems.

QUALIFICATIONS:

1. Degree, Certificate, or course studies in Computer Science with a minimum of two years related experience
2. Experience with VMware ESXI, server 2008, 2012, 2012 R2
3. HTML, CSS and website programming
4. LAN/WAN network administration-security
5. Advanced knowledge of Windows 2007 and Windows 10 Pro, Microsoft Office 2013, anti-virus and intrusion detection systems
6. Familiar with managing PBX, VOIP telephone systems, preferably MITEL
7. Familiar with regulations pertaining to FOIA, HIPPA, PCI, and PII compliance and reporting
8. Valid driver's License
9. Ability to pass a background check.
10. Good communication skills to interact with the departments in a public building
11. A keen sense for detail and security when working on systems
12. Ability to work independently and make accurate decisions

13. Maintain strict confidentiality

14. Such alternatives to the above qualifications as the Commissioners may find appropriate and acceptable

MAJOR RESPONSIBILITIES

MUST BE ABLE TO PERFORM:

- System Administration for server 2008, 2012, 2012 R2, Terminal server roles and RDP licensing.
- Install regular updates to the accounting software including SQL server management.
- Network administration including configuring VLAN's on the managed switches throughout the entire County networks. LAN /WAN
- Understand and be able to troubleshoot and repair domain and file server issues related to user access including GPO's bound to security groups.
- Maintain, update and repair network systems and managed switches, internet security appliances and related network devices.
- Basic understanding of electrical safety.
- Manage the department's workstation computers, printers and peripherals including cataloging inventory, updates, installation, secure destruction of physical media, recycling of out of service technology
- Oversee the operation of DSS Logger and Acorn voice recording system by updating the MAC of VIOP telephone extensions and recorded channels
- Manage the security camera systems, servers and infrastructure
- Regular maintenance and upgrades of operating systems and software.
- Researching technology.
- Assist Department Heads with budgetary needs for technology by drafting specifications
- Maintain a Maintenance and Capital Improvement program
- Understand SYS log files and monitor Internet traffic for bandwidth usage and make minor corrective modifications to the Network Security Appliances
- Oversee the bandwidth and monitor the Radio networks both over the Internet system and fiber connections to remote tower sites and stations
- Manage FTR Probate Court recording system and ensure system security pertaining to sealed hearings. Implement and manage secure video hearings as needed by the Judge.

Physical Requirements:

Have constant need (10% to 30% of time) to perform the following physical activities:

1. Constant need to be on feet.
2. Bend/stoop/squat/kneel - Perform routine maintenance/repairs, pick up tools and needed equipment
3. Climb stairs – Departments are located on floors other than ground level
4. Push or pull - Move equipment, appliances, open and close doors, etc.
5. Reach above shoulders - Perform routine maintenance/repairs, stock and remove equipment, parts
6. Grasp/grip/turning - Handle tools and equipment, perform routine maintenance and repairs, phone use
7. Finger dexterity - Handle tools and equipment, perform routine maintenance and repairs
8. Writing/typing - Inventory maintenance, requisition requests, interoffice memos, required maintenance report

Lifting/carrying (supplies, replacement parts, ladders, etc.):

1. between 75-150 lb. - Occasional need (1% to 5% of time)
2. between 25-75 lb. - Constant need (25% to 50% of time)
3. between 1-25 lb. - Constant need (66% to 100% of time)

Note:

Lifting and carrying of weights exceeding 50 lb. must be accomplished with assistance from another facility member.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.