

MENOMINEE COUNTY, WISCONSIN
Job Description



Position Title: Technology Services Director	Department: Technology Services	Division/Section: N/A
Classification: Full-time; Exempt/Salaried	Salary: \$60,655 to \$67,394 per year, depending upon qualifications	Supervisor: Administrative Coordinator
Supervision Exercised: One part-time assistant	Posting Date: Thursday, April 29, 2021	Deadline Date to Apply: Friday, May 14, 2021
Position Summary: This position is serves as the chief information officer and staff advisor to the County Board, Administrative Coordinator, and all other departments on all information technology matters within the county. This position is ultimately responsible for service and support for five separate locations, three networks, 20 servers, 99 desktops, 52 laptops, VOIP phone system, and 88 users.		

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manages the full spectrum of the County and Town's information systems and provides leadership, guidance, and support to all County and Town departments to ensure effective control, sound administration, and adherence to established information technology strategies and plans.
- Assesses the information technology needs of the County Board and departments; inspects, installs, troubleshoots, and maintains information technology systems, software, and cabling; monitors servers and workstations for performance, disk usage, and general maintenance; manages software licensing, and service and maintenance agreements; provides for network and file system security and maintenance, and archival and disaster recovery; maintains the County and Town website and intranet; and provides customer support using a "help desk" and other support systems.
- Acts as the project manager for all information systems projects and construction or remodel projects involving information technology infrastructure.
- Plans, directs, and controls the department's annual budget and all programs, functions, services, and activities related to the Technology Services department.
- Develops, maintains, and enforces information technology policies and procedures.
- Provides end user support and training to elected officials and employees on operating systems, hardware, and software.
- Enlists the support of consultants as needed to provide adequate backup coverage and support.
- Monitors pooled service costs and timely invoices departments as appropriate.
- Provides such reports as are required by the County Board, Administrative Coordinator, and departments.
- Attends various department, community, regional, and state meetings as appropriate.
- Responds remotely and on-site to service calls occurring after hours and on weekends.
- Contributes to the team effort by performing related duties as necessary or as assigned.

MINIMUM QUALIFICATIONS: To be considered for an interview, the candidate must possess all of the following: (1) a minimum of an associate degree in Information Technology, Computer Science, or a closely related field; (2) three years' experience in Information Technology or related fields; (3) two years of supervisory management experience; (4) a valid Wisconsin driver's license and proof of

vehicle insurance; and (5) proven technical experience working with Windows Server and Client operating systems, Microsoft Office, and network, systems, and applications design and development. Menominee County may consider an equivalent combination of team lead experience and supervision as a substitute for the two years' supervisory experience. Preference will be given to those candidates also possessing experience working with SQL Server, voice of IP telephone systems, cost sourcing infrastructure needs, and project management.

KNOWLEDGE, SKILLS AND ABILITIES:

- Special Requirements. Must possess a valid Wisconsin Driver's license and own or have access to an insured vehicle. Must have no felony convictions or outstanding warrants given the position's access to law enforcement information systems. Must possess a personal mobile and/or home phone. Must pass a background check and pre-employment drug screening.
- Physical Demands. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, employee is frequently required to sit, stand, crouch, kneel, talk, hear, and use hands to manipulate telephones, cell phones, servers, desktops, laptops, photocopy machines, or other information technology and office equipment, and to install cables and various devices. Must be able to lift 20 pounds. Must be able to drive a vehicle.
- Work Environment. This position works in a private office, which is generally quiet, with frequent interruptions from customers, visitors, and telephone calls.
- Language Skills. This position requires superior writing skills, and the ability to compose a variety of complex and sophisticated professional documents, assessments, and reports. Must be able to effectively present information in one-on-one, small, and large group situations.
- Mathematical Skills. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percentages.
- Reasoning Ability. Requires the ability to work with minimal supervision and to prioritize and follow through tasks in a fast-paced and stressful environment focusing on customer service, information technology, and project management. Ability to establish good working relationships with others and to work effectively and collaboratively with a diverse array of professional disciplines and personalities, maintaining a high level of professionalism at all times. Requires a solution-oriented approach and the ability to generate creative helpful solutions to problems. Skill in conflict resolution and delegation. Ability to cope with deadlines and to successfully adapt to changes.

BENEFITS: To see a summary of Menominee County's benefits, visit Menominee County's website at www.co.menominee.wi.us and click on the "Career Opportunities" tab appearing in the left margin of the home page.

APPLICATION PROCESS: A complete application includes:

- Signed and completed Menominee County Employment Application (available in the Administrative Coordinator Office or online at www.co.menominee.wi.us under Career Opportunities);
- Current resume (must address technical experience referred to in minimum qualifications);
- Two professional letters of reference and one personal letter of reference;
- Copy of high school diploma or GED (if applicant possesses no college or technical school);
- Copy of college or technical school transcripts; and
- Copy of valid driver's license and proof of vehicle insurance.

Unsigned or incomplete applications, and applications not including all of the information listed above, will be screened out.

Menominee County Information Technology
Information Technology Director (Rev. 29APR2021)

Please submit all required information in person to the Administrative Coordinator Assistant's office at the Menominee County Courthouse located at W3269 Courthouse Lane in Keshena, Wisconsin. Alternatively, all of the required information can be mailed to:

Menominee County Courthouse

Attn: Human Resources
P.O. Box 279
Keshena, WI 54135

Please call 715-799-3024 if you have any questions or need assistance.

Menominee County is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective employees and incumbents to discuss potential accommodations with the employer.