

**Garfield County**  
**Job Description**

|                               |   |                                 |                        |
|-------------------------------|---|---------------------------------|------------------------|
| <b>Title:</b>                 | <b>Manager, Information Technology, Sheriff's Office</b>  |                                 |                        |
| <b>Department/Office:</b>     | Sheriff   | <b>Reports to:</b>              | Sheriff                |
| <b>Section:</b>               | Information Technology  | <b>Pay Grade:</b>               | 8                      |
| <b>FLSA Status:</b>           | Exempt  | <b>Driving Classification:</b>  | Essential              |
| <b>Supervision Exercised:</b> | Directly supervises IT staff.   | <b>Licenses/Certifications:</b> | Valid driver's license |
| <b>Minimum Education:</b>     | Bachelor's Degree, with training in computer science and IT technical classes.  |                                 |                        |
| <b>Minimum Experience:</b>    | <p>Experience designing and implementing information systems and networks in a fast-paced environment, including 1 or more years of experience in TCP/IP network protocols, Windows Active Directory software, HP switch software, Cisco Firewall software, Veritas backup systems, biometric identity interface, utility software, and VoIP systems.</p> <p>1 or more years of experience installing, troubleshooting and supporting server hardware and software, including VMware virtualized server farms.</p> <p>1 or more years of experience with relevant hardware and software applications.</p> <p>1 or more years of supervisory experience, and experience in managing and leading IT projects.</p> |                                 |                        |

**General Purpose:**

Manage the Sheriff's Office information technology staff and network operations, including infrastructure, network management, virus protection, security, server support and enterprise backups.

**Essential Functions:**

(These duties are a representative sample; position assignments and detailed work instructions may vary.)

1. Supervises assigned IT staff, including scheduling; assigning and directing work; orienting new employees; overseeing or conducting training; coaching; completing team responsibility for evaluating and appraising work; addressing complaints and resolving problems; taking disciplinary action; and ensuring quality of work.
2. Evaluates technologies and provides both tactical and strategic direction for network platforms and configurations.
3. Determines hardware, software or system functional specifications by applying systems analysis techniques and procedures, including consulting with users.
4. Designs, develops, documents, analyzes, creates, tests, or modifies computer systems or programs based on and/or related to user, and/or to machine operating system design specifications.
5. Develops systems standards, specifications and approved software, and recommends upgrades where and when appropriate.
6. Develops computer infrastructure in remodel and new building projects.
7. Maintains appropriate licenses and warranties for computer hardware and software.
8. Conducts routine maintenance and upgrades; provides technical support for workstations, including hardware maintenance and operating systems maintenance.
9. Manages and maintains systems security, network management, performance, and computer systems.

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10. Implements new programs and provides for the education of personnel on appropriate systems and software.
11. Assures appropriate backups are being conducted and retained for all systems.
12. Plans and manages information technology projects and budget.
13. Coordinates and plans interconnectivity issues with other County Offices and Departments.
14. Procures and tracks all Sheriff's Office computer hardware and software purchases.
15. Maintains information technology Disaster Recovery and Business Continuity plans.
16. Maintains and upgrades professional knowledge, skills and development by attending seminars and training programs and reading trade and professional journals and publications.
17. Ensures that individuals and team meet goals and provide highest level of service.
18. Performs other duties of a similar or related level and manages or assists with special projects as necessary or assigned.

### **Job Qualifications:**

#### **Knowledge of:**

1. Relevant computer hardware and software applications, including switches, hubs, wireless communication, VPN clients, TCP/IP, network operating systems management utility programs, Active Directory.
2. VoIP systems.
3. Virtualized server farm technology.
4. Law enforcement IT requirements.
5. New technology capabilities.
6. Project management principles and processes.
7. Administrative principles and practices, including goal setting and program budget development and implementation.
8. Management and supervisory principles and methods.
9. Modern office processes and procedures.
10. Math skills.

#### **Ability to:**

1. Supervise and develop employees: plan, direct, coach, counsel, mentor, delegate, discipline, train, and evaluate.
2. Speak, read and write the English language.
3. Communicate effectively verbally and in writing; conceptualize and articulate complex concepts to a wide variety of audiences.
4. Train others in software applications.
5. Work under tight schedules and deadlines.
6. Analyze a variety of problems, make recommendations for their solution and prepare working procedures.
7. Interpret a variety of verbal and written instructions with abstract and/or concrete variables.
8. Read, analyze and interpret professional periodicals and journals, procedures and government regulations.
9. Deal with problems involving several variables in a variety of situations; define problems, collect data, establish facts and draw valid conclusions; interpret a variety of technical instructions with abstract and/or concrete variables.
10. Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction.
11. Develop and implement strategic vision.
12. Plan and manage a budget.

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13. Establish and maintain effective working relationships with employees, team leads, supervisors, other Departments/Offices, and other agencies.
14. Understand, practice and enforce safety procedures and precautions.
15. Maintain a high level of professionalism and confidentiality.

### **Internal & External Contacts:**

#### **Internal Contacts:**

Frequently interacts with other Office employees and managers.

#### **External Contacts:**

Often interacts with vendors; occasionally interacts with Dispatch and the City of Glenwood Springs.

### **Physical Activities and Work Environment:**

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

#### **Required Physical Activities:**

While performing the essential functions of this job the employee is frequently required to reach, grasp, finger, stand and/or sit for long periods of time, walk, talk and hear; occasionally required to lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, peripheral vision, and ability to adjust focus.

#### **Work Environment:**

The employee is required to be on call 24/7.

The employee is often required to work in a confined, secure area in close proximity to jail inmates.

The noise level in the work environment is moderately quiet, depending on locations; at times the noise level may be loud. There are frequent interruptions and multiple demands.

The employee is occasionally exposed to extreme temperatures, inadequate lighting, mechanical parts, electric currents, vibrations and the like; may be exposed to chemicals, fumes, odors, dusts, gases and poor ventilation. The employee may be required to work in restricted spaces.

#### **Required Travel:**

The employee is frequently required to travel throughout the County.

#### **Computers and Office Equipment:**

A wide variety of computer and relevant software applications; calculator; telephone system;

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facsimile; shredder; copier.

**THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT.** Nothing in this job description restricts Garfield County's ability to assign, reassign or eliminate duties and responsibilities of this job at any time. It does not prescribe or restrict the tasks that may be assigned. This job description describes the County's current assignment of essential functions. Those functions may change at any time as the needs of the County change or for other reasons deemed appropriate by the County.