

## **DEPUTY INFORMATION SERVICES DIRECTOR**

### **DEFINITION OF WORK**

Under general direction, assists with the planning, administration and management of the County's information services. These positions report to and assist the Chief Information Services Director by identifying and analyzing needed system changes, development, modifications, and technological needs of the County and establishing associated guidelines. Employees may manage professional and technical staff; assist users with identifying system needs and convert those needs into technical specifications, and oversee the development of and enhancements across a diverse range of technologies. Work may also include providing network, server and computer systems planning, equipment evaluation, configuration, installation, maintenance, high-level troubleshooting, security design, and infrastructure design; assisting with establishing and monitoring controls; consulting with County Departments pertaining to determine future information technology requirements and their associated costs; providing information for budget planning and developing budgetary requirements/needs and submitting with priorities based on program objectives and costs; serving as the Chief Information Services Director in their absence; and performing other duties as required.

### **EXAMPLES OF WORK**

Communicates with users to determine information needs, analyze and solve problems, facilitate communication across functional areas, and plan future endeavors; communicates with users to determine requirements created by changing business needs; and converts results of business studies into technical specifications for the Information Services staff. Performs systems analysis, project planning, technical specifications for staff, problem resolution, and programming; and participates in cross-departmental task forces providing senior IT perspective. Work may also include developing, changing, and adjusting schedules and workflow, and making adjustments in operations and procedures; training and advising subordinate employees; developing work standards; and reviewing work to ensure proper level of service is being provided to the end user. Work may involve overseeing technical support configuration, installation, maintenance, high level troubleshooting, and security; designing network and server system additions, determining solutions to complex network/server problems and issuing network integrity and security; and designing and reviewing internal and external infrastructure requirements supporting the provision of voice, data, and video distribution of cabling, and/or other technologies. May serve as technical specialist for network management systems or telecommunications networks, network architecture, network systems administration, network services, and converged network services.

### **EMPLOYMENT STANDARDS**

#### **Education and Experience:**

Graduation from a four-year college or university with a degree in computer science, information technology, information systems, computer engineering or closely related discipline and six and one-half (6½) years experience; or an equivalent combination of education and experience. Depending on the position's role, the six and one-half (6 ½) years experience may require performing systems analysis, development design, project management and programming work in both mainframe and personal computer environments or require experience in the operation and management of data communications center. Master's degree preferred.

**Knowledge, Skills, and Abilities:**

Thorough knowledge of the methods, procedures and policies of Cumberland County as such pertains to the performance of the essential duties of the position; principles and practices of performing and supervising information systems development work, including analyzing and identifying system needs, developing information systems software which meets needs, and performing complex systems analysis and programming work; ordinances, standards, and regulations pertaining to the essential duties and responsibilities of the position; and organization of the department, and of related departments and agencies; Working knowledge of principles and practices of computer/network hardware installation and repair and computer software application. Ability to maintain cooperative and effective relationships with intra- and interdepartmental personnel, as well as any external entities with which position interacts; problem solve; communicate effectively, both written and oral; manage multiple projects concurrently; and negotiate effectively with all contacts. Ability to understand the integration of operating systems and platforms; relationships in data network design; operation of network hardware and software; functional system integration issues; and components of technology to diagnose routine problems.

**SPECIAL REQUIREMENTS**

Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

**ADA REQUIREMENTS**

Requires the ability to perform coordinated movements for the purpose of operating a wide range of office equipment including mainframe and personal computers and related peripheral equipment. Some tasks require the ability to perceive and discriminate colors or shades of colors. Some tasks require the ability to perceive and discriminate sounds. Some tasks require visual perception and discrimination. Some tasks require oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

**PHYSICAL REQUIREMENTS**

Tasks involve the regular performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling. Also may involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds).