SHARON R. BOCK
Clerk & Comptroller
Palm Beach County

CLERK & COMPTROLLER, PALM BEACH COUNTY
CLASS DESCRIPTION

CLASSIFICATION TITLE: DIRECTOR- INFORMATION TECHNOLOGY

GENERAL DESCRIPTION OF DUTIES

Under direction of the Chief Information Officer, this position is responsible for supporting the strategic vision of Information Technology solutions within an assigned area of the Clerk & Comptroller's office. Such areas include, but are not necessarily limited to, Applications and Infrastructure. Employees in this classification are responsible for planning, coordinating, supervising, budgeting, and controlling assigned resources to achieve organizational objectives. This position provides assistance in the strategic direction for the agency's technological initiatives and recommends the use and application of new and existing technologies as warranted for improved customer service, productivity and cost-effectiveness. This position operates in an office setting Monday through Friday; however, occasional evening, holiday and weekend hours are required for critical system support and for technical emergencies. This will require reporting to the office or accessing the systems remotely depending on business need.

Employees assigned to the Applications area are responsible for providing oversight of application portfolio management, vendor management, and development processes.

Employees assigned to the Infrastructure area are responsible for providing oversight for the various aspects of IT Infrastructure/Support including server, networks, database environment, desktop support and help desk for the organization.

SPECIFIC DUTIES AND RESPONSIBILITIES

EXAMPLES OF ESSENTIAL FUNCTIONS

> The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Directs the management of information technology solutions to support current and projected Clerk & Comptroller needs; evaluates, acquires, implements, and supports all information systems technology

Provides professional and technical leadership, mentoring and organization for the information technology staff

Supports the strategic vision with agency technological initiatives; recommends and supports tactical priorities; determines use and recommends application of new and existing technologies; provides guidance concerning priorities and resource allocation

Provides review and recommendation concerning all aspects of the Clerk & Comptroller's information technology needs, i.e., contracts, projects, policies and procedures, proposals (RFI/RFP/ITN), vendor selection; develops and maintains effective vendor relationships and vendor services contracts; provides advisement in the construction of RFI/RFP's and IT consultant contracts

Manages information technology priorities, goals and objectives through collaboration and consultation with leadership staff, key users, justice partners, agencies and vendors; provides input and makes recommendations

Performs personnel management functions, i.e., hiring, performance evaluation, career development, mentoring and disciplinary action

Prepares department annual operating, capital and supplemental budgets; monitors departmental budget activity to ensure proper use and allocation of funds; requests budget transfers to cover shortages in budget line items; performs quarterly asset inventory; ensures proper use and custody of Clerk & Comptroller assets

Participates in meetings with justice partners and advisory boards

Maintains current knowledge of trends and developments in the field of state-of-the-art information technologies and services which are in place or may be applicable to the Clerk's office

Maintains established organizational/departmental productivity standards

Monitors all organizational/department-related performance and productivity standards for compliance

Safely and successfully performs essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards

Maintains reasonably regular, punctual attendance consistent with the ADA, FMLA, other federal, state and local standards and the organization's attendance policies and procedures

Comes to work and works the regular schedule and shift for the position

Complies with all personnel policies and procedures

FUNCTIONS SPECIFIC TO APPLICATIONS AREA

Employees assigned to the Applications area perform the essential functions as outlined above, as well as:

Directs and addresses operational needs, disaster recovery, internal processes, staffing levels, staff development, and functional responsibilities to ensure exceptional customer support and operational effectiveness

Provides direction, review and management of information technology strategies and tactics with respect to software development, procurement, implementation and support to ensure efficient and effective operations

Directs staff concerning customer service requests, end user issues, technology applications, information technology related policies and procedures, and internal staff issues

Forecasts project hardware and software acquisition needs; evaluates new technologies for application to existing and pending plans/projects of the Clerk & Comptroller's office

FUNCTIONS SPECIFIC TO INFRASTRUCTURE AREA

Employees assigned to the Infrastructure area perform the essential functions as outlined above, as well as:

Enforces system change control policies in conjunction with Infrastructure leadership team

Develops and implements help desk/desktop support policies such as asset management, customer service and request for service tracking as it relates to Infrastructure

Develops and implements Service Level Agreements surrounding support services

Provides third tier problem determination/resolution

Partners with the Applications team to provide network, desktop hardware/software, and system upgrades and maintenance; facilitate the relationship between Infrastructure and Applications to resolve problems and issues beyond the scope of the Help Desk staff

MARGINAL FUNCTIONS

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Provides customer service using multilingual skills as the need arises, if applicable

Performs related duties as directed

MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree in Information Technology, Management Information Services, Computer Science or related field, supplemented by ten (10) years of recent and relevant experience; or an equivalent combination of education, training and experience.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects of light weight (5-10 pounds).

Sensory Requirements: Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

Environmental Factors: Tasks are regularly performed without exposure to adverse environmental conditions.

The Clerk & Comptroller, Palm Beach County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Clerk & Comptroller, Palm Beach County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I can perform this job with or without a reasonable accommodation. ☐ Yes ☐ No

I would like to request a reasonable accommodation. ☐ Yes ☐ No
**If yes, you will be contacted by the Benefits Administrator to begin the interactive dialogue process.*

All job descriptions are subject to revision and amendment. I have received a copy of this job description and am fully aware of the expectations of the job.

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Employee Signature Date

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Printed Name Department