

SNOHOMISH COUNTY JOB DESCRIPTION

DEPARTMENTAL TECHNOLOGY MANAGER

Spec No. 3393

BASIC FUNCTION

This position manages departmental information technology systems and applications; develops and manages the department's technology strategic plan and projects; supports multiple and diverse lines of business. May have responsibility to manage technology staff.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Applies advanced knowledge and skills in multiple integrated specialties with proficiency in all job functions related to information technology project planning.
2. Represents the department as a liaison with the Department of Information Technology (DoIT). Works closely with DoIT in the creation of technology strategies and align technology to the business need of the department.
3. Communicates the goals, requirements, needs and expectations of the department to DoIT that may include; service level agreements, staffing support, technology performance expectations and results; new service requests and business requirements, new projects and technology priorities.
4. Plans, develops and implements the department's overall information technology strategic plan, internal policies and procedures; coordinates information technology requirements with the department's overall strategic plan; coordinates with DoIT.
5. Provides creative, practical solutions with constant engagement with appropriate level staff, in a wide range of complex problems affecting various number of users, requires a large amount of resources, are of long duration and/or high risk; and designs/creates programs, data structures and reports in the area of information technology project planning.
6. Performs technical risk assessment of staff skills within the department, and develops risk mitigation plans through documentation, cross training, and service agreements with DoIT. Develops technical business continuity and disaster recovery needs assessment in conjunction department specific agencies as needed.
7. Participates in County technology governance.
8. Represents the department in all interactions with internal and external groups, whenever the impacts of technology are being considered.
9. Acts as the central point of contact in the identification and resolution of information technology issues; and making recommendations to department regarding technology.

SNOHOMISH COUNTY JOB DESCRIPTION
DEPARTMENTAL TECHNOLOGY MANAGER

Spec No. 3393

STATEMENT OF ESSENTIAL JOB DUTIES (Continued)

10. Serves as the technology liaison on various teams to develop policies, facilitate the implementation of systems, models and or enhancements; works with technical and non-technical staff, inter and intra-department personnel, vendors and a variety of external agencies or government entities.
11. Coordinates staff system training, as needed.
12. Develops and maintains procedures for maintaining information in systems; researches available information and standards for maintaining information, writes procedures, communicates and collaborates with technical and non-technical staff. Implements new procedures or standards upon approval.
13. Manages exceptions to the DoIT policies and standards, and develops alternate support mechanism to align with department needs.
14. Develops assessment of needs to forecast which can be included in annual and three year financial budgeting.

STATEMENT OF OTHER JOB DUTIES

15. May mentor and supervise staff; to include: performance assessments, participate in and make recommendations concerning the hiring, discipline, transfer and termination of employees.
16. Performs related duties as required.

MINIMUM QUALIFICATIONS

A Bachelor's degree in computer science or closely related field, AND, four (4) years of experience in information technology including at least one (1) year at a supervisory level; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. Must pass job related tests.

SPECIAL REQUIREMENTS

A valid Washington State Driver's License is required.

KNOWLEDGE AND ABILITIES

Knowledge of:

- information technology, IT trends and strategies

SNOHOMISH COUNTY JOB DESCRIPTION

DEPARTMENTAL TECHNOLOGY MANAGER

Spec No. 3393

KNOWLEDGE AND ABILITIES (Continued)

- personal productivity applications including word processing, spreadsheet, SQL, active directory and, folder and file permissions
- developing systematic and manual operations procedures
- collaborative skills in reaching team approach to accomplish work
- effective supervisory methods and techniques

Ability to:

- understand and comply with county, state and grant requirements, regulations, policies, rules etc.
- represent technology on various project teams
- maintain technical know-how about current and emerging technologies
- work well with others
- provide direction and supervision of technology staff
- facilitate resolution of conflicts and difficult technical decisions
- demonstrate strong written and verbal communication skills
- create effective system documentation
- interpret client needs
- lead or direct the work of project team members as appropriate
- organize and prioritize multiple tasks and meet deadlines
- operate personal computer and related office technology

SUPERVISION

The employee reports to the Administrator or manager for guidance and direction. The work is performed with considerable independence, and is reviewed through periodic status reports and results obtained.

WORKING CONDITIONS

The work is performed in the usual office environment with travel to offsite county locations as needed.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: January 2014

Revised and Retitled: October 2016, Departmental Technology Manager – Superior Court

EEO Category: 2 - Professionals

Pay Grade: 246 - Classified Pay Plan

Workers Comp: 5306 Non-Hazardous