

SNOHOMISH COUNTY JOB DESCRIPTION

IT MANAGER- ADMINISTRATION

Spec No.1133

BASIC FUNCTION

To plan, organize and direct the administrative functions and support systems, as well as communicating of performance and inter-enterprise billings between the Department of Information Technology (DoIT) and its internal and external users. This includes all information technology functions of the enterprise, including the data center, technical service center, production scheduling functions, help desk, communication networks (voice and data), computer program development, and computer systems operations. Responsible for the print and mail center, records center including microfilm, digital and hardcopy records, scanning center, contracts, software licensing, project and other reporting systems. Responsible for planning and coordinating facilities requirements.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Plans, organizes, supervises, and evaluates the work of subordinate employees in concert with appropriate management direction.
2. Manages the accounting function of the director.
3. Manages the administration and control of the Information Technology funds to gain the best possible return.
4. Manages the operating and capital budgets and expenditures for both enterprise and DIS technology functions and operations.
5. Manages a centralized system for the analysis, development and control of all management and operating policies, procedures, manuals, work instructions, forms, vital records programs, and customer documentation.
6. Consolidates quarterly and annual reports on the operations of all Information Technology operations of the enterprise prepared by members of the director's staff.
7. Develops and manages effective working relationships with other departments, groups and personnel with whom work must be coordinated or interfaced.
8. Documents enterprise objectives and budgets to facilitate the orderly and efficient capture, storage, processing, and dissemination of information.
9. Reports on all department internal and external operations that are impacted by the capture, storage, processing, and dissemination of information including review of all major contracts for technology services and equipment in both the enterprise and other departments.
10. Reports at least annual on the competitive positions of application, technology, and staffing of the Information Technology functions versus other operations and organizations of comparable size.

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STATEMENT OF ESSENTIAL JOB DUTIES (Continued)

11. Provides overall support in management and definition of all computer and communication activities within the department for the enterprise.
12. Prepares monthly, quarterly department operating reports for all department functions.
13. Prepares and controls agendas for all meetings chaired by the director.
14. Coordinates production of all the director's office reports.
15. Monitors and reports on the overall productivity and efficiency of departmental and enterprise IS Functions' production and development.

STATEMENT OF OTHER JOB DUTIES

16. Represents department in director's absence on all technology administrative matters.
17. Performs related duties as required.

MINIMUM QUALIFICATIONS

A Bachelor's degree in accounting, business or public administration, records and archival management; AND, four (4) years of experience in public administration in an information technology environment and/or direct responsibility for information technology funding in a public agency, and/or public records program management; AND three (3) years of supervisory experience; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. Must pass job related tests.

SPECIAL REQUIREMENTS

Candidates for employment must successfully pass a criminal background investigation, which includes fingerprinting.

KNOWLEDGE AND ABILITIES

Knowledge of:

- principles and practices of public personnel administration and supervision
- records and archive requirements at the local and state levels
- governmental accounting, budgeting and financial management for technology
- federal, state and local laws, rules and regulations related to areas of assignment
- principles and practices of records management, microfilming, imaging
- basic data processing concepts

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KNOWLEDGE AND ABILITIES (Continued)

- principles and practices of print, copy and mail service centers
- current techniques and methodologies of operational and procedural auditing and training and facilities coordination at an expert level
- ways in which information technology is applied within the enterprise
- large enterprise administration and management systems environments and facilitation of computing environments

Ability to:

- plan, control and lead projects
- flexibly deal with people at a variety of levels such as internally – enterprise staff, board of directors, finance staff, other senior executive staff, including externally – auditors and other groups
- communicate effectively, orally and in writing dealing with internal and external customers and suppliers
- plan coordinate and evaluate the work of subordinate employees
- establish and maintain effective working relationships with elected officials, department heads, associates, and the general public
- communicate effectively, orally and in writing
- work effectively across division and department lines and achieve goals
- organize facts and present finding, conclusions and recommendations in a clear concise and logical manner
- communicate on a wide variety of technical software, hardware, and contract services issues
- understand and relate to technical applications and systems personnel
- prepare a variety of correspondence, reports and other written materials
- read, interpret and apply administrative directives
- read, interpret and apply or related laws, rules and regulations including county personnel rules and labor agreements
- exercise good judgment as to when to act independently and when to refer situations to a higher authority
- investigate and resolve complaints in an effective and courteous manner
- work under pressure and meet deadlines
- operate personal computer and related technology

SUPERVISION

The employee reports to Chief Information Officer (CIO)/Director of Information Technology (DoIT). This work is performed with considerable independence and is reviewed through periodic status reports and meetings.

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WORKING CONDITIONS

The work is performed in the usual office environment. Employee is on call during off duty hours.

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: August 2004

Retitled: November 2014 as Information Services and Administration Manager

Retitled: December 2014 as IT Manager – Administration

Revised: February 2019

EEO Category: 1 - Officials and Administrators

Pay Grade: 113 - Management Exempt Pay Plan (SCC 3.68 &3.69)

Workers Comp: 5306 Non-Hazardous