



Salt Lake County Job Description

Associate Division Director, Information Technology Infrastructure

DEPARTMENT: Administrative Services

DIVISION: Information Services/6050

JOB CODE: 079 **GRADE:** 22

FLSA STATUS: Exempt

SALARY PLAN: TRD

EFFECTIVE DATE: 12/6/2016

SAFETY SENSITIVE: No

JOB SUMMARY

Manages the design, development, implementation, operation and maintenance of Salt Lake County's Information Technology (IT) infrastructure systems and the associated support programs for mainframe, networks, servers, databases, desktops, telecommunication, cloud, data centers, web, wireless and emerging technologies.

Provides strategic and operational IT leadership countywide.

MINIMUM QUALIFICATIONS

Bachelor's degree from an accredited college or university in Information Technology or other closely related field, plus eight (8) years of related experience, of which two (2) years must have been supervisory or administrative; OR an equivalent combination of related education and experience. Education may not be substituted for the required supervisory experience.

Professional certifications in Information Infrastructure (ITIL) preferred.

ESSENTIAL FUNCTIONS

The following duties and responsibilities are intended to be representative of the work performed by the incumbent(s) in this position and are not all-inclusive. The omission of specific duties and responsibilities will not preclude it from the position.

Applicants must be prepared to demonstrate the ability to perform the essential functions of the job with or without a reasonable accommodation.

- Stays current with technical knowledge in information systems.
- Directs the preparation of IT infrastructure plans, short-term and long-term strategies for the IT organization and the County as a whole.
- Leads infrastructure design, data center and cloud operations, multi-platform servers, networks (voice and data), desktop support, database administration, storage and recovery teams. Develops recommendations for product selection, implementation and operational support.
- Develops, manages and integrates IT infrastructure operations and related programs designed to facilitate the County's systems, networking, telecommunications and data needs.
- Identifies infrastructure issues and bottlenecks, their impact on the IT organization and the County, and executes successful solutions while tracking and achieving measurable results.
- Conducts capacity monitoring and planning of the computing environment to ensure appropriate acquisition of IT resources to support the County's requirements.

- Prepares disaster recovery plans, executes test and recovery capabilities.
- Develops processes and monitoring of infrastructure systems that report on the effectiveness of said systems and controls necessary to protect without interruption the County's information technology systems, assets, and interests.
- Formulates, documents and promotes all IT infrastructure policies, processes, procedures and best practices.
- Establishes and maintains positive business relationships with managers countywide to actively market and educate on importance of User community cooperation and compliance.
- Monitors compliance with the organization's IT infrastructure policies and procedures among employees, contractors, partners, and other third parties and resolves potential issues as needed.
- Represents the County's IT infrastructure interests to State and Federal agencies and regulatory bodies.
- Works with budget committee to identify annual operational and capital budgets for the assigned group and the IT organization as a whole. Matches appropriations for specific programs with appropriations for broader programs, including items for emergency funds.
- Develops IT cost metrics for budgeting and employee headcount analysis, current and projected.
- Prepares projections on IT capital budget and monitors expenditure levels.
- Evaluates IT key performance indicators. Analyzes monthly department budgeting and accounting reports to maintain expenditure.
- Fosters an innovative, collaborative, success-oriented team environment.
- Develops and maintains effective working relationships with customers, vendors, peers, subordinates, support personnel and team members.
- Manages, directs, and coordinates activities through managers and supervisors, which includes hiring, firing, promoting, orienting, training, assigning and reviewing work performance, annual work performance appraisal and discipline.
- Encourages innovation while weighing cost against benefit of information technology investments.
- Partners with Information Security Officer to understand team's roles and responsibilities within the IT disaster recovery plan (IT DRP.)

KNOWLEDGE, SKILLS AND ABILITIES (KSA)

Knowledge of:

- Infrastructure concepts, principles and best practices for voice and data networks; systems architecture; design and testing; hosting and cloud based services; Internet/Intranet technology and mobile devices
- Operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art infrastructure systems program and current regulatory requirements
- Current and emerging infrastructure technologies including but not limited to: Networks: WAN, LAN, WLAN (CISCO equipment routers, switches controllers); network monitoring tools (Net Scout, Cisco Prime, ISE, Provisioning Manager.) Servers: Microsoft Windows, Linux, AIX; administration on premises and in cloud; SharePoint and Exchange. Mainframe: operations and support. Telecommunications: VoIP, landline phones, mobile phones, iPads and tablets. Desktop & Helpdesk Support: PC's, laptops, mobile phones, tablets, printing, projectors, etc. Database administration (MS SQL Server, DB2, Oracle, Informix.)
- Failure, backup and recovery processes as well as experience with performance analysis, failure mode analysis and remediation processes
- Various systems monitoring, operational, performance, provisioning, support and tools
- Project management principles and techniques including project budgeting, quality assessment and control and resource management
- Organizing and prioritizing projects and work assignments and reviewing, establishing, and maintaining project schedules

Skills and Abilities to:

- Communicate effectively both verbally and in writing
- Ensure IT requirements are in compliance and support customer specific needs, countywide policy, standards, infrastructure, business processes, and state and federal mandates
- Establish and maintain effective partnerships, through collaboration and teamwork, to assure effective use of information technology in support of the County's business needs
- Develop clear requirements for internal information technology staff and third-party vendors
- Implement and then act as an advocate for best practices and technology awareness
- Lead the IT organization where change is frequent and the demand for effective technological solutions is high
- Market new concepts and champion change
- Produce results within a large, decentralized organization
- Effectively analyze and solve problems under pressure
- Exercise professionalism, discretion and confidentiality in all matters
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WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

IMPORTANT INFORMATION REGARDING THIS POSITION

May be required to work holidays, nights, and weekends as needed.

Revised Date/Consultant's Initials: 12/02/2016/HA