San Juan County
Invites Applications for:
Information Services Manager

Position: Information Services Manager
Department: Office of the County Manager
Type: Regular, benefits, full-time (40 hours week), FLSA Exempt
Starting Salary: Starting pay will depend upon qualifications.
Bargaining Unit: Unrepresented, at-will
Closing Date: Open until filled.

Reports to: County Manager
Positions Supervised: Lead Network Administrator, Computer Specialist, GIS Program Coordinator, GIS Program Analyst, and Workflow Systems Analyst/Programmer

BASIC FUNCTION: Acts as hands-on technical manager to provide operational, maintenance, supervision, and oversight for San Juan County's information systems (data and telephone systems). Responsible for developing recommendations on information systems, installation of hardware, and standard production operations to contribute to efficient County government administration. Make technical recommendations for the development and maintenance of specific hardware and software needed for satisfactory delivery of County services. Back-fills for all Information Services positions as necessary. Provides operational oversight of the County computer network. Responsible for all aspects of server and data communications network implementation and ongoing operation. This position requires proficiency supporting multiple operating systems and back-office application products. Work is performed independently under the general direction of the County Manager. Incumbent will work closely with public officials, County employees, the general public, and State agencies to ensure the efficient operation of the system, necessary security of and protection of official documents, information and communication, and public access to data as allowed for by County, state and federal law.

MINIMUM QUALIFICATIONS: Bachelor's degree and five years' experience in a computer related field with a record of increasing technical and supervisory responsibility, or an equivalent combination of education, training and experience that demonstrates the ability to perform the essential functions of the position. Requires technical knowledge of computer hardware and network systems, Windows operating systems, telecommunications systems, website development and software applications used in an administrative government functions, which includes Geographic Information Systems (GIS) and imaging systems. Must be able to convey hardware and software operating information to users. Requires knowledge of operating system fundamentals and basic networking principles. Requires proven ability to supervise employees, strong written and verbal communication skills; and the ability to work well with committees, public officials, employees, and the general public.
PRINCIPAL DUTIES:
1. Work with the County Manager and other departments to assess long term needs and create and implement a rolling 6-year Information Systems Master Plan.
2. Develop and monitor the Information Services personnel, operations and capital budget.
3. Responsible for network architecture design.
4. Configure or oversee the configuration of servers and network components, hardware and software installs;
5. Assure system integrity, and security and disaster recovery capability of all critical information transmittal and storage systems.
6. Supervise the delivery of desktop support to the end users.
7. Establish standard specifications for the purchase of new hardware and software.
8. Recommend replacement or upgrade of network or server hardware/software as required to maintain or increase efficiency.
9. Coordinate and assist with the maintenance and repair of servers and networking equipment.
10. Assists with network cabling to new sites, and moves or relocates equipment as directed
11. Back-fill for all Information Services positions as necessary and performs such other tasks as are necessary.
12. Acts within the scope of his or her responsibilities, working as a public employee and municipal officer with courtesy and professionalism, and adhering to the highest standard of ethics in accordance with RCW 42.52.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the County as the needs of the County and requirements of the job change.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:
(A) Strong technical knowledge of local and wide area networks and a wide variety of personal computer software products. Proficient in the most current releases of Windows, Microsoft Office, laptop and desktop operations, and local wide area networks, including the setup and configuration of terminal emulation, router, bridges, and related software. Periodically accesses sensitive information required to perform job tasks, requiring the ability to maintain confidentiality.
(B) Ability to resolve common complaints and problems associated with the use of local and wide area networks, personal computers and software; knowledge of resources available to assist in solving basic local and wide area network hardware, software, and communications problems. Identify, analyze and correct hardware, software, topology, wiring and user problems with personal computer hardware and established standard PC software packages. Have the knowledge to proficiently use materials, tools, equipment and techniques standard to the profession for installation, problem diagnosis, maintenance and repair of personal computers and local and wide area networks.
(C) Ability to communicate effectively, both orally and in writing; in clear, concise language appropriate for the purpose and parties addressed. Use tact, discretion and courtesy to gain the cooperation of and establish and maintain effective working relationships with staff, public officials, consultants, vendors, co-workers, other departments, and diverse members of the public. Work independently or cooperatively as a team member.
PHYSICAL AND MENTAL REQUIREMENTS:
Requires frequent sitting, and minimal walking. Occasional climbing of ladders and moving through crawl spaces on hands and knees for the installation of computers. Must often carry objects with both hands and arms. Occasionally lifts more than 20 pounds. Must be able to see with acuity at 20 inches or less almost constantly, and hear to discriminate speech. The position requires the ability to regularly receive and understand written and oral communication, and give verbal and written instruction. The Information Systems Manager must continuously use hands and fingers on a frequent basis.

EQUIPMENT REQUIREMENTS:

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<tr>
<th></th>
<th># of hours</th>
<th>Frequency of use</th>
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<tbody>
<tr>
<td>Computer equipment</td>
<td>8</td>
<td>X</td>
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<tr>
<td>Telephone</td>
<td>1</td>
<td>X</td>
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<tr>
<td>Small hand tools</td>
<td>1</td>
<td>X</td>
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<tr>
<td>Automobile</td>
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WORKING CONDITIONS:
Normal office environment with unexpected changes in work assignments and irregular work schedule. Travel by small boat, plane, ferry and automobile to other islands and the mainland.

Submit Completed Applications to:
Human Resources, County Administration
350 Court Street, #5 (mailing address)
55 Second Street, Room 206 (office location)
Friday Harbor, WA 98250
FAX: (360) 370-5085

For information and application materials, contact:
www.sanjuanco.com or (360) 370-7402

EMPLOYMENT APPLICATION: An application form is required for all County job openings. It is important that you review the application form carefully. An incomplete application form may disqualify you. Applications will be accepted for current job openings only. If you are applying for more than one job opening, a separate application form is required for each position. Applicants may attach other information that will assist us in the review and selection process. Such information might include a cover letter, resume and/or references.

BENEFITS: The County provides a comprehensive benefits package with medical, dental and vision coverage for regular employees, and medical coverage for eligible dependents. Vacation accrual begins at eight (8) hours per month and increases with years of service. San Juan County’s holiday schedule recognizes eleven (11) days per year (one of which is a personal holiday). Sick leave is accrued at eight (8) hours per month. There is automatic enrollment in the Washington State retirement system.

San Juan County is an Equal Opportunity Employer.

Please let us know if you need any accommodation to participate in the application process.