

Director of Information Technology

DEPARTMENT	Information Technology	REPORTS TO	Assistant CEO Finance & Internal Operations
TITLE CODE	8027MR	DATE	11/14/11
POSITION CODE	R1005550	ADMINISTRATIVE REVISION	07/10/15

Job Summary

Under general direction, plans, organizes and directs the services of the Information Technology Division; directs the planning, programming, installation, integration, testing, operation, maintenance and security of all information technology operations for OCERS; and performs other work as required.

Distinguishing Characteristics

The IT Director is an upper management position that reports directly to the Assistant CEO of Finance and Internal Operations and acts as the agency's Information Security Officer. OCERS management staff is expected to uphold the highest standards of accountability, plan sponsor focus, and system efficiency. Responsible for planning, directing and coordinating OCERS application development life cycle, network services, complete information assurance including security of hardware, software and data, and database maintenance, query and report writing, and pension operations information technology services.

Performance Attributes

Include but are not limited to the following:

- ▶ Establish Information Technology goals and direct, develop and implement information technology operations and security policies, procedures, and practices based on industry best practices and in compliance with agency policies and regulatory requirements.
- ▶ Responsible for directing the design, development, implementation, testing, documentation, operation, security and maintenance of all information technology for OCERS including; application development, hardware, software, network configuration and resources, data, data bases, storage, backup, access, query and reporting.
- ▶ Responsible for the safeguarding, availability, accessibility and security of OCERS information, intellectual property, communication lines and computer systems and for ensuring proper privacy protection measures and procedures are followed and updated according to applicable regulations and requirements.
- ▶ Evaluate OCERS information technology needs, network configuration and available resources. Identify and make recommendations for emerging, effective, necessary and/or beneficial information technologies to be assimilated, integrated and implemented within OCERS infrastructure.
- ▶ Prepare and manage the IT division annual budget to reflect technology, information and security strategic and operating initiatives based upon appropriate risk management and/or financial methodology.

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- ▶ Serve as primary contact with outside vendors in the generation of RFP's, contracts, agreements and other major vendor interactions and direct the ordering, acquisition, inventory and disposition of hardware and software.
- ▶ Direct and oversee existing technology infrastructure, including pension administration system, financial systems, data and databases, virtual and physical servers, e-mail systems, virus systems, security access systems, firewalls, network resources, personal computers, phone and voice mail systems, system backups, data connections and overall network security.
- ▶ ~~Serve as the primary contact person for IT infrastructure design, access and review activities between OCERS, plan sponsors, contractors, and vendors.~~
- ▶ Direct and oversee IT Business Continuity and Disaster Recovery infrastructure, maintenance and scheduled testing. Serve as the primary contact person for IT in response to a situation and coordinate recovery efforts.
- ▶ Develop, review and certify all back-up and disaster recovery and business continuity policies, procedures and plans.
- ▶ Coordinate and manage division and work unit projects with other departments.
- ▶ Provides leadership to OCERS IT Operations and Programming staff.
- ▶ Manage, select, and develop subordinate staff to address work problems and issues and evaluate staff performance (directly and through subordinate supervision).
- ▶ Provide after hours and emergency on-call support as needed.

Qualifications

The minimum qualifications required for entry into the classification are as follows:

Education and/or Experience

A Bachelor's degree from an accredited college or university with a major in computer science, systems design, or related field. Eight years of directly related professional and administrative experience in computer system infrastructure design, network operations, security design, information assurance, application development and configuration, and systems/server administration is required. Four years of supervisory experience is required.

Special Notes, Licenses or Requirements

The following certifications are all highly desirable:

- ▶ MCSE, MCSA or other Microsoft System Administration Certifications
- ▶ Microsoft, Cisco or CompTIA Network Administration Certifications
- ▶ Oracle (OCP), Microsoft, ICCP CDMP or other Database Administration Certification
- ▶ CISSP Information Systems Security Professional Certification, CompTIA Security+

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- ▶ Business Continuity Professional (CBCP) or other Business Continuity/Disaster Recovery Response Certification
- ▶ Project Management Professional (PMP) or other Project Management Certification
- ▶ Demonstrated experience in planning, directing staff and being responsible for responding to and correcting major information technology systems problems or failures.
- ▶ Demonstrated experience in procuring, integrating, testing, maintaining and managing the following:
 - servers, network, database, and hardware infrastructure systems and facilities
 - workstations and firewall systems
 - operating systems and application software
 - network resource systems and tools;
 - system audit and monitoring tools and applications
 - Business continuity, disaster recovery and security related products and services.
- ▶ Demonstrated experience in planning and managing large scale information system projects including software development, system conversions and implementation of new technologies.
- ▶ Must be an intelligent, articulate and persuasive leader who can serve as an effective member of the senior management team and who is able to communicate complex information technology solutions, computer services and security-related concepts to a broad range of technical and non-technical staff.
- ▶ Ability to implement and utilize management theories and principles; project management best practices; work planning and scheduling practices; supervisory and motivation practices.

Knowledge/Skills/Abilities

The following lists the knowledge, skills, and abilities necessary to perform the essential duties of the position.

KNOWLEDGE OF:

- ▶ Principles, concepts, practices, methods and techniques of effective leadership, information technology management and public administration pertaining to the planning, directing and monitoring of systems, data and technology infrastructure.
- ▶ Microsoft systems, Exchange, SQL, and Oracle server administration and maintenance.
- ▶ Report writing in both and development of database queries~~SAP Business Objects & Crystal Reports.~~
- ▶ Project oriented software and version control systems (e.g. Microsoft Visual Source, Subversion)
- ▶ Server virtualization implementation, operation, maintenance and backup.
- ▶ ~~Cisco network administration.~~

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- ▶ Telecommunications and data transfer infrastructure and system management.
- ▶ IT security current best practices (hardware, software, network, data, database and communication lines) security current best practices.
- ▶ Network configuration, management and administration.
- ▶ Collaboration technologies.
- ▶ Project management and best practices for software development/design, implementation, integration, testing and data conversion.
- ▶ File transfer protocol, data encryption.
- ▶ Effective supervision, training and employee motivation principles, practices and techniques.
- ▶ Telephone, office and online etiquette.
- ▶ Computer applications and hardware related to the performance of the essential functions of the job.
- ▶ Use and support of end user applications (e.g. Microsoft Office) and the ability to document and provide end user training.
- ▶ Memoranda of Understanding as they apply to subordinate personnel

SKILLS/ABILITY TO:

- ▶ Plan, organize, and manage technology infrastructure development, operations and support for OCERS.
- ▶ Develop, implement, operate and maintain network topology, resources and security.
- ▶ Develop, implement, integrate and maintain system servers, applications and tools, as well as end-user systems, applications and tools.
- ▶ Identify, implement, integrate and utilize business intelligence technologies as decision support systems to efficiently and effectively perform data extractions and a variety of data and process analytics.
- ▶ Establish and maintain effective working relationships with OCERS staff, consultants, contractors, vendors, plan sponsors, board members and others regarding a variety of OCERS policies, procedures, and practices
- ▶ Communicate effectively both orally and in writing.
- ▶ Manage technical and professional staff by interviewing, selecting, training, evaluating, and communicating with employees.
- ▶ Work with other employees, supervisors, managers and executives to move concepts, projects, and work assignments toward successful completion in a timely manner.
- ▶ Work independently.
- ▶ Operate personal computer and word processing, database, and spreadsheet application programs.

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Physical, Mental and Environmental Conditions

The physical and mental demands described here are representative of those that are customarily required to successfully perform the essential functions of this class.

Physical and Mental Demands

- ▶ Speak and hear well enough to communicate in English clearly and understandably in person, over the telephone, and in small or large groups.
- ▶ Manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a telephone, keyboard, mouse and write.
- ▶ Mental stamina to interact professionally with members of the Board of Retirement, Plan Sponsors, peers and retirement system members.
- ▶ Vision sufficient to read fine print and a computer monitor.
- ▶ Independent body mobility, agility, and stamina to stand, walk, stoop, bend, and twist, to access a standard office environment.
- ▶ Ability to sit for prolonged periods of time.
- ▶ Body strength sufficient to lift up to 20 pounds.

Mental Demands

- ▶ Use written and oral communication skills.
- ▶ Read and interpret data, information, and documents.
- ▶ Analyze and solve problems.
- ▶ Observe and interpret situations.
- ▶ Learn and apply new information or skills.
- ▶ Perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines; and interact with vendors and staff in the course of work.

Environmental Conditions

- ▶ The primary work place is in an office environment work with standard office equipment
- ▶ Peripheral office equipment generates to moderate noise level.
- ▶ Operates in an environment that includes elected officials, non-elected officials, government agencies, community interest groups and the general public in the development and coordination of OCERS affairs.
- ▶ Out of area travel may be required to attend professional conferences and meetings.

ACKNOWLEDGEMENT

By signing below, I acknowledge I have reviewed and discussed the contents, requirements, and expectations included in this job description with my supervisor and a copy has been provided to me.



Job Description

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Employee Signature

Date

Supervisor Signature

Date

HR Signature

Date