

POSITION DESCRIPTION

Carroll County

An Equal Opportunity Employer

Job Title:	DIRECTOR OF INFORMATION TECHNOLOGY
County Office:	Various
Immediate Supervisor:	Board of Commissioners of Carroll County, Ohio
FLSA Status:	Exempt
Employment Status:	Full Time
Hours:	7:00 AM - 4:00 PM with a one-hour lunch, Monday-Friday, on site (Flexible, may include early mornings, evenings, and weekends as required)
Revision Date:	July 2025

Job Summary

Under the direction of the Board of Commissioners of Carroll County, Ohio, the Director of Information Technology (IT) is responsible for the strategic leadership, management, and oversight of all IT operations for general fund departments in Carroll County. This position ensures the delivery of reliable, secure, and innovative technology services to support county agencies, departments, and public services. The Director leads a team of IT professionals, develops and implements IT strategies, manages budgets, and collaborates with county officials and external stakeholders to align technology initiatives with the county's mission and goals.

Essential Functions

- Develop and implement IT strategies, policies, and procedures to support the county's operational and public service objectives.
- Oversee the design, implementation, and maintenance of countywide IT infrastructure, including LAN/WAN networks, servers, VPNs, routers, switches, firewalls, and VOIP phone systems.
- Lead, manage, and mentor IT staff, including hiring, training, performance evaluations, and fostering a collaborative team environment.
- Ensure the security of IT systems by implementing and maintaining robust cybersecurity measures, including firewalls, intrusion detection systems, disaster recovery plans, and regular security audits.
- Manage the IT department's budget, including forecasting, procurement, and cost optimization for hardware, software, and vendor contracts.
- Evaluate and recommend technology solutions, including hardware, software, and services, to improve efficiency and service delivery.
- Collaborate with county departments, elected officials, and external partners to assess technology needs and implement innovative solutions.
- Oversee the installation, configuration, and troubleshooting of IT systems, ensuring minimal downtime and optimal performance.
- Develop and maintain technical support documentation, user policies, and procedures for IT systems and applications.
- Implement and manage backup and disaster recovery systems to ensure data integrity and system availability.

- Maintain and administer countywide VOIP phone systems and other communication technologies.
- Monitor network performance and ensure scalability to meet current and future needs.
- Ensure compliance with all applicable laws, regulations, and county policies regarding IT and data management.
- Maintain confidentiality of sensitive county information and ensure adherence to data privacy standards.
- Maintain regular and predictable attendance and perform other duties as assigned by the County Commissioners.

Preferred Knowledge and Skills

- Comprehensive knowledge of IT infrastructure, including LAN/WAN networks, TCP/IP protocols, servers, and network security systems.
- Strong understanding of Microsoft Windows Server, Microsoft Office, and Microsoft operating systems.
- Expertise in network engineering, operations, and performance analysis, including experience with routers, switches, and access points.
- Proficiency in managing VOIP phone systems and related communication technologies.
- Exceptional leadership, project management, and team-building skills.
- Strong problem-solving and critical-thinking abilities to address complex technical issues.
- Ability to communicate technical concepts effectively to non-technical stakeholders, including county officials and the public.
- Knowledge of cybersecurity best practices and disaster recovery planning.
- Familiarity with budgeting, procurement, and vendor contract negotiations.
- Ability to work independently and manage multiple priorities under minimal supervision.
- Proficiency with scripting languages and server management tools is a plus.
- Ability to research, identify, and pursue grant opportunities to secure funding for technology initiatives.
- Skilled in writing compelling grant proposals, managing application processes, and adhering to reporting requirements, resulting in increased resources and enhanced project outcomes.

Education and Experience

Preferred Requirements:

- Bachelor's degree in computer science, Information Technology, or a related field.
- Three (3) years of progressive IT experience, including at least one (1) year in a supervisory or leadership role.
- Current industry standard certifications or Microsoft Server administration.
- Current resident of Carroll County, OH

Preferred Qualifications:

- Five (5) years of relevant IT experience, including two (2) years in a leadership role.
- Experience with Microsoft Hyper-V, Cisco network infrastructure, or VOIP phone systems.
- Certifications such as CCNP, CISSP, or Microsoft Certified Solutions Associate (MCSA).

Equipment Operation

All office and IT equipment, including but not limited to computers, servers, network switches, routers, VOIP systems, keyboards, telephone systems, copiers, scanners, projectors, and facsimile machines. Other equipment operations may involve ladders and various tools to complete installs.

Physical Requirements

The job requires sitting (sometimes for extended periods), standing, walking, bending, stooping, carrying, climbing, kneeling, crawling, reaching, handling, lifting, pushing, and pulling. Ability to lift up to 50 pounds. Must be able to perform the essential functions of the position with or without reasonable accommodation.

Additional Requirements

- Successful completion of a criminal background check and motor vehicle record check.
- Successful completion of a pre-employment drug screen.

Approval

Board of Commissioners of Carroll County, Ohio

Approved: _____ Date: _____

Employee: _____ Date: _____

Date placed in Employee's file: _____