

COUNTY OF COOK



Bureau of Human Resources

118 N. Clark Street, Room 840
Chicago IL 60602

Job Code: 5557
Job Title: Director (Office Technology – Server Desktop)
Salary Grade: 24
Bureau: Technology
Department: Enterprise Technology
Dept. Budget No. 009
Position I.D. 9500542
Shakman Exempt

Characteristics of the Position

General Overview

The Director of Office Technology is an executive management position with direct participation and preparation of policy, strategic planning and operation direction. The Director of Office Technology is responsible for managing and supervising operations of the desktop and laptop personal computing, servers and midrange systems. The areas of responsibility include the overall coordination, control and maintenance of application and data servers, midrange servers, personal computers, and help desk support center within Cook County to insure compatibility and integration with enterprise strategies. The Director of Office Technology serves in a confidential advisory role and reports to the Chief Technology Officer.

Key Responsibilities and Duties

Recognizes and identifies potential areas where existing division policies and procedures require change, or where new ones need to be developed, especially regarding future use of technology

Develops and implements policy as it relates to the use of technology by County employees

Directs, motivates, delegates and empowers staff in the successful performance of their tasks and responsibilities while encouraging innovation

Hires, trains, counsels, supervises and appraises subordinates to insure an efficient and effective operation

Prepares and administers performance evaluations

Strives to ensure the efficient and trouble free operation of the server environments

Develops, recommends and implements, policies, operational techniques and methodologies which ensure full use of machines and personnel.

Prepares project plans and makes scheduling decision for system upgrades.

Provides technical leadership to IS and the enterprise including being conversant with the future direction of current systems, how that direction will impact the enterprise, and how future and current systems can be exploited to the benefit of the County.

Coordinates use of the server environments within the enterprise to develop plans and activities including the facilitation of specific projects that involve the computing environment, the management of software upgrades, communications and the installation of new products.

Directs the evaluation, selection and installation of hardware and software productivity and automation tools. Coordinate all network monitoring activities for the servers.

Communicate relevant network control activities with IS management and non-IS management who are affected by the performance of the servers.

Ensure division inventory and documentation regarding systems are maintained. Ensure division software compliance is adhered to for all servers supported by the division.

Ensure that backup and recovery plans exist for the system supported by the department. Maintains division software and hardware registration and inventory to provide upgrades as necessary and ensure appropriate security levels are maintained.

Interface with external vendors with regard to planning and implementation of new technology.

Works with confidential and sensitive documents related to County-wide usage of computerized systems, security matters related to access and maintenance of data on the County computer systems, and personnel issues

Knowledge, Skills and Abilities

Must have extensive business knowledge of the governmental IT environment and market, and be extremely current in key relevant trends and thrusts.

Actively participate in the design and articulation of proposed technical solutions.

Advise and consult to senior level management on specific technical challenges or strategic technology decisions.

Participate in executive-level decision making working groups regarding technology investment approaches.

Assess viability of various opportunities in light of internal technical capabilities and solutions.

Ability to communicate effectively at all levels of the organization to both business and technology stakeholders

Project management skills.

Strong oral and written communications skills.

Minimum Qualifications

Graduation from an accredited college or university with a Bachelor's degree PLUS a minimum of three (3) years of systems management and personal computer experience in a managerial capacity **OR**, an equivalent combination of professional work experience, training and education.

Preferred Qualifications

Master's degree with a concentration in computer science, information technology or business administration.

Five (5) years of systems management and personal computer experience.

The duties listed are not set forth for purposes of limiting the assignment of work. They are not be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.