Information Technology Manager

Salary Range: $7,453- $9,059 per month   **Salary Schedule:** Box 17

Department: Administration

Location: Aberdeen/Hoquiam WA

Job Type: Full Time

FLSA Status: Exempt   **Union:** Non-Represented

Position reports to: General Manager

Manage or Supervise: N/A

Position Summary

Under the general direction of the General Manager, this position is responsible for managing and maintaining all aspects of Agency's information technologies, including software applications, network security camera and phone systems and end-user computers. This position oversees solutions that are of value to the organization and creates plans from development to implementation and installation. Stays current with new technology, analyzes reports on trends and operational risks and opportunities for expansion and present opportunities and solutions to management for consideration.

Essential Job Functions

- Develops new network troubleshooting strategies to help reduce downtime and decrease maintenance costs.
- Creates rational strategies for upgrading the agency's network software whenever a new update is available.
- Constructs and implements plans to ensure the agency's network continues to operate smoothly in the event of a problem.
- Stays up to date with new network technology and reporting this information and providing recommendation to the management team as needed.

- Works closely with other department managers to assess the growth needs and maintenance of the agency's network.
- Manages Information Technology asset management plan, including project and improvement advisory.
- Reviews diagnostics and assesses the functionality and efficiency of systems.
- Implements and manages security measures, i.e. firewall, cybersecurity.
- Monitors security certificates and agency compliance of requirements.
- Provides help desk and technical support to on-site and remote employees and troubleshoot computer related problems.
- Installs and updates agency software and hardware as needed.
- Anticipates and reports the cost of replacing or updating computer items. Places orders and tracks inventory and performs maintenance on computers, tablets, cell phones, and other related technology.
- Participates in Public Records Requests; searches and submits emails and data from the server other sources as needed.
- Maintains camera and security systems, including door access and security badge systems. Maintains vehicle programs, including cameras and voice calls, automation and other vehicle technology.
- Oversees contracts and maintenance of office equipment, copiers and postage.
- Establishes and maintains appropriate internal control safeguards and disaster recovery or business technology succession planning.
- Ensures user problems involving hardware/software are addressed in a timely manner; diagnoses problems, completes onsite repairs and replacement equipment, if needed.
- Works with third-party vendors to ensure services align with internal procedures and integration with agency's IT programs.
- Must use discretion and maintain confidentiality when handling and receiving sensitive and undisclosed information.
- Performs other related duties as assigned.

<u>**Required Qualifications**</u>

Knowledge of: Information systems techniques and principles including analysis, design, development, implementation, maintenance, documentation and training procedures and practices; Network and systems engineering, applications development, database administration, LAN/WAN, storage, operating and applicable hardware devices. Good understanding of information technology, theory, principles, and practices. Project management skills with a track record of successful project delivery. Strong technical

competency with installing and maintaining systems, office automation systems, client/server protocols and intranet/internet applications.

Skills in: Requires good skills in negotiation, vendor and change management. Repairing, diagnosing, and troubleshooting electronic devices, i.e. access control devices, printers, scanners, memory cards, digital cameras, digital monitors, global positioning systems. Understanding and experience with managing data network and telecommunications systems. Understanding and experience with managing IT infrastructure including systems, personal computing, help desk, servers, and printers

Ability to: Ability to effectively communicate technology, infrastructure and process needs and requirements with all personnel levels; oral and written communication. Produce quality materials within tight timeframes and simultaneously manage several projects. Ability to respond as needed within an appropriate timeframe. Provide on-call support which may include occasional weekends and evenings confidentiality of business records and information. Incorporate and demonstrate Grays Harbor Transit's Core Values in the workplace.

Education and Experience

Bachelor's degree in Information Systems, Computer Science, Engineering or related field and five (5) years of progressively responsible network and systems administration including diagnosing, repairing, software/hardware, and virtual server expertise experience or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Licensures/Certifications and Other Requirements

A valid Washington State driver's license

Working Conditions

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects; occasionally stand and reach with hands and arms; occasionally required to walk, stoop, kneel, crouch or crawl, exerting up to 50 lbs. on occasion and frequently up to 25 lbs. Occasional work from a ladder. Work is primarily preformed in an office environment. Occasional local and in State overnight travel is required

Date Adopted: 11/08/2022

GRAYS HARBOR TRANSIT

Job Description

The following list of characteristic duties is not intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities.

Grays Harbor Transportation Authority is an equal opportunity employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, veterans' status, disability status, sexual orientation, or any other basis prohibited by federal, state, or local law. Please let Grays Harbor Transportation Authority know if you need accommodations in order to participate in the application process.