

TECHNOLOGY SERVICES MANAGER

Reports To: Kitsap 911 Executive Director

Manages/Provides Direction to: All positions/classifications within the Technology Services Unit

General Description

The Technical Manager oversees and manages the staff and operations of Kitsap 911's Radio and Computer Systems, E911, Telephones, Facilities and Project Management. This position is responsible for complex technical program management.

The Technology Manager develops the recommended annual Kitsap 911 technology budget, and is a key member of the Kitsap 911 Management team, including identifying workplace and employee related issues and assisting with developing contract negotiation strategies and positions. The incumbent leads a team of employees, including directing work, identifying and prioritizing projects and responsibilities, teaching and training, assessing performance, and correcting employee performance issues, including taking disciplinary action if needed. The Technology Manager briefs the Executive Director and the Kitsap 911 governing board as needed on all technology matters. The successful candidate will demonstrate visionary leadership, management and effective team building to ensure reliable, innovative service with focus on responsive customer service to Agency staff, member agencies and stakeholders.

Expectations and Examples of Duties:

This job description reflects the general concept and intent of the classification of Technology Services Manager and should not be construed as a detailed statement of all work requirements that may be inherent in the position:

- Identifies goals and initiatives to maintain systems current with trends and developments, enhance or upgrade systems or equipment and install, update, maintain hardware and software throughout Kitsap 911 and may make upgrade and enhancement recommendation to Kitsap 911's user agencies.
- Facilitates teamwork and morale among Technology Services employees, as well as within the agency as a whole.
- Provides technical advice to staff on systems, software, and hardware and data communication.
- Directly communicates and negotiates with third party technical vendors and support.
- Assures that Kitsap 911 is in compliance with federal, state and local system security requirements.
- Prepares, recommends and justifies the agency's technology budget, based upon agency needs and goals. Analyzes the cost/benefit of software updates and/or hardware changes, as well as the impact of changes on existing software and hardware. May make presentations about system capabilities and future needs, including budget impact, to staff within the agency and to user agencies and to Kitsap 911's governing board.
- Recruits and selects staff, provides training to staff, evaluates overall employee and unit effectiveness and responsiveness, and implements strategies to improve both individual and unit productivity, efficiency, and to maintain the integrity of systems.
- Communicates effectively with staff at all levels, and maintains collegial, productive working relationships with all staff.
- Exercises patience and tact when communicating the needs or objectives of the unit both within the Technology Services Unit and with staff less well versed in all aspects of Kitsap 911's technology environment.

Working Environment/Physical Requirements:

Work generally takes place in an indoor climate-controlled environment, but may occasionally require travel to other, sometimes outside, environments, including remote tower locations.

The position requires the ability to:

- Both sit and stand for extended periods

- Use repetitive motions while entering information in to a keyboard
- Have vision, depth perception, and peripheral vision sufficient to read computer screen data, distinguish colors, read blueprints, schematics, wiring diagrams, etc.
- Exert force of 50 pounds occasionally, and push, carry, pull and lift up to 25 pounds frequently.
- Bend, stoop, and reach while installing or inspecting equipment.
- Grasp and handle documents and paper
- Speak and hear sufficiently to communicate effectively and respond appropriately in person and over the phone.
- During emergencies or special projects, this position may be required to work an irregular or changing schedule, which may include working extended hours to correct technical issues, attend meetings, or answer questions either in person or by phone.
- Walk short distances frequently, and over various types of terrain.
- Tolerate exposure to computer monitors, electronic equipment, high noise and sound levels (i.e. tones and alarms).

Minimum Qualifications

The Technology Services Manager must:

- Possess and maintain a valid Washington State Driver's License
- Possess a ready and dependable means of transportation
- Possess a private telephone line with 24-hour availability (can be a cellular phone)
- Successfully pass each part of a multi-phase pre-employment examination, which **may** include medical/fitness, drug test, and psychological examinations as well as a criminal background check that includes a national fingerprint check through law enforcement.
- Submit official transcripts from an accredited school or technical school, or proof of completion of specific training, education, or certification if education is being used as a qualifying equivalent, or if jobs require specific certification.
- Demonstrate initiative and good judgement
- Work calmly and effectively with other staff, as well as instill confidence that problems are identified and solutions will be found and executed timely.
- Skillfully build consensus and arrive at resolution among a diverse group of individuals
- Skillfully navigate and manage multiple simultaneous projects

Education and Experience:

Bachelor's degree or higher in computer science, information technology management information, business administration, or related field AND seven (7) years related experience that includes at least two (2) years in a management level position and two (2) years of supervisory experience; or any equivalent combination of experience and education which provides the applicant with the desired skills, knowledge and ability required to perform the work.

Desirable:

Professional IT certification

Background/experience that clearly demonstrates successful project management on a department or system-wide level.

The Technology Services Manager is:

- Classified as exempt under the Fair Labor Standards Act (FLSA), and is not eligible for overtime.
- May be hired as an At Will Employee, or under a specific employment contract
- Additional education, licenses, certifications and other requirements necessary to meet Kitsap 911's business needs may be required at the time of recruitment. If so, these requirements will be specifically stated in the job posting.

Kitsap 911 is an Equal Opportunity Employer. (CALEA 4.1.4c)