

# LINN COUNTY CLASSIFICATION

**TITLE: COMPUTER RESOURCES MANAGER**

**NUMBER: 656**

**APPROVAL ORDER NUMBER: 2022-240**

**RANGE: 22**

**DATE: JUNE 21, 2022**

**CATEGORY: MANAGEMENT/EXEMPT (SO)**

GENERAL STATEMENT OF DUTIES/JOB OBJECTIVES: The Computer Resources Manager provides leadership for the Computer Resources Department and manages all activities to ensure department objectives are met. Performs a variety of complex administrative and technical tasks, as well as, supervision of employees in the area of Computer Resources Management and system analysis within the Computer Resources Department. Responsible for ensuring implementation, delivery and long-term operational support and optimization of assigned Computer Resources (Information Technology) projects.

SUPERVISION RECEIVED: Works under the direction of the Support Services Lieutenant and/or Support Services Captain who assigns general duties and reviews work for effectiveness and use of proper procedures. Independent judgment is exercised with respect to methods and procedures.

SUPERVISION EXERCISED: Exercises general supervision of Computer Resources Department personnel. Assists in the formulation and implementation of management decisions and policies. Evaluates, assigns and directs duties of subordinate personnel. When appropriate, employees in this classification may recommend action for adjusting grievances, discipline, suspension (with pay) and commending subordinates. May participate in the selection of new personnel; assign duties, provide training, schedule leaves of absence, evaluate performance and recommend personnel transactions.

ESSENTIAL FUNCTIONS: A person employed in this classification must possess the capability to perform the following duties to be considered for and remain in this position. The duties are essential functions requiring the critical skills and expertise needed to meet job objectives. Additional specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

1. Supervises assigned employees on a recurring daily basis which includes scheduling and assigning work; mentoring, coaching and training; developing work plans and reviewing work for completion; evaluating performance and providing necessary feedback to employee; setting work standards; imposing or effectively recommending necessary disciplinary action; responding to grievances; and, making or effectively recommending hiring and termination decisions.
2. Manages all phases of medium to complex IT projects as assigned. Monitors and controls projects to ensure that objectives are on track and successfully achieved to include managing project change requests, issues and risks management; maintaining project plan with actual progress; tracking spending against the project budget; and, communicating status to all key stakeholders.
3. Ensures that the project team is working on accurate and complete business requirements, systems analysis and design, development, testing, training and operational preparation in accordance with the IT Project Management/PMI Methodology

and technical standards.

4. Conducts planning activities, including business case development, requirements gathering, cost estimates and tasks and resource planning. Generates RFP's and contracts for Computer Resources. Negotiates vendor contract terms and pricing for IT products and services in accordance with County procurement guidelines.
5. Works with other Linn County Sheriff's Office departments and divisions to collaboratively identify needs; solicit, evaluate and select solutions; implement and deliver hardware or software according to developed project plans. Conducts post-project evaluations to measure success and identify lessons learned. Resolves project issues without assistance.
6. Ensures that all required documentation and reporting is completed in accordance with Linn County Sheriff's Office standards. Performs data report construction & data analysis for various technology systems.
7. Manages the transition of support responsibilities to the appropriate Computer Resources staff member and ensure that operational procedures are documented. Conducts end-user training on deployed tools, softwares and methodologies.
8. Maintains professional networks and attend training sessions and conferences as necessary to advance skills and keep abreast of issues and practices in all areas of responsibility.
9. Represents the Linn County Sheriff's Office by responding to the public, citizens, its employees and others in a prompt, professional and courteous manner while continuously maintaining a positive customer service demeanor. Regard everyone, internal and external, as a customer and deliver the best service possible in a respectful and patient manner.
10. Serves as a member of various Sheriff's Office committees as assigned. Assists other staff in the performance of their duties as assigned. May act, as appointed, as Lead Sheriff's Office IT representative on multi-agency technology user board(s).
11. Develop and maintain effective, harmonious and reasonable work relationships with others.
12. Maintain regular and predictable work attendance.

**OTHER FUNCTIONS:** This classification covers the most significant essential functions performed by an employee in this position but it does not include other occasional work which may be similar to, related to or a logical assignment for the position. Any one position in this classification may be assigned some or all of the duties listed under essential functions or that arise as other functions. The balance of the various duties, responsibilities and/or assignments of this position may change from time to time based upon management's decisions on how to best allocate resources. Any shift, emphasis or rebalancing does not constitute a change in the essential functions of the job classification.

**RECRUITING REQUIREMENTS:** (Additional specific details may be provided by the specific office or department job announcement, if applicable).

**KNOWLEDGE, SKILL AND ABILITY:** Knowledge and experience in Information Technology systems, general knowledge of Project Management tools such as Microsoft Project. Ability to effectively meet and deal with the public; communicate effectively verbally and in writing; work effectively and harmoniously with other employees; perform independent research; use initiative, act independently and make timely decisions; and, effectively organize work and allocate time. Considerable knowledge of basic business English composition, spelling, punctuation and arithmetic.

Ability to perform duties with initiative and judgment and to use resourcefulness and tact in public contacts. Ability to read, understand and apply available guidelines to a variety of operational requirements.

Ability to develop and coordinate an overall program of training. Ability to devise training materials and services. Ability to conduct independent studies and to gather and effectively evaluate various statistical and research information and to prepare comprehensive, clear and concise reports. Ability to effectively communicate orally including public speaking.

Ability to plan, assign, supervise and review the work of subordinates, either directly or through subordinate supervisors. Ability to quickly assimilate and apply specific departmental operation rules and procedures and apply them to on-the-job situations. Ability to establish and maintain effective working relationships with deputies, supervisors, complainants, crime victims and suspects, witnesses and the general public.

**EXPERIENCE, EDUCATION AND TRAINING:** A bachelor's degree with coursework in Information Technology, Data System or Computer Science; five years experience in the IT profession demonstrating strong leadership, team building, communication and interpersonal skills and supporting multiple functional areas and various technical platforms; three years experience as a business system analyst including requirements gathering, business process mapping and system analysis; experience in the use of IT project management methodology, software development life cycle (SDLC) and related standards; and, leading and/or supervising the work of others is preferred.

**NECESSARY SPECIAL QUALIFICATIONS:** Be a citizen of the United States. Be 21 years of age or older. Be of good moral fitness as determined by a thorough background investigation. Be free of any conviction for any felony; any misdemeanor involving violent behavior; or unlawful use, possession, delivery or manufacture of a controlled substance, narcotic or dangerous drug. Pass a written test and oral interview as prescribed by the Sheriff's Office. Must pass a comprehensive psychological examination. Possession of a valid motor vehicle operator's license and an acceptable driving record at the time of appointment may be a condition of employment. Must be Law Enforcement Data System (LEDS) certified within one (1) year. Must be eligible to obtain Criminal Justice Information Systems Level Four certification upon hiring. Must possess and maintain a valid First Aid and CPR card including operation of Automatic External Defibrillators.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Work is generally performed indoors in an office environment. Work requirements include the ability to sit and move about; see, talk and hear; use hands to finger, handle or operate objects or controls; and reach with hands and arms. The work requires the ability to lift or move thirty (30) pounds.