

Date Posted: 01/30/19

Applications accepted until: 2/28/19

Elbert County is an Equal Opportunity Employer

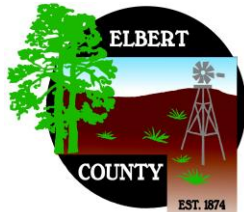
If interested, please submit application and resume to:

Elbert County Human Resources Department

PO Box 7, 215 Comanche St., Kiowa, CO 80117

Or email: dianna.hiatt@elbertcounty-co.gov

For more information, please call 303-621-3150



Information Technology Technical Services Manager

Department: Information Technology

Salary: \$50,000-\$60,000 DOQ

Date: January 2019

FLSA: Exempt

GENERAL STATEMENT OF DUTIES

Under the general direction of the Director of Information Technology, this position provides support for the daily operation and coordination of Information Technology (IT) services and vendor management, as well as performance of administrative tasks that help to ensure smooth functioning of the County's computer systems. Regular schedule is Monday – Thursday, 7:30 – 5:00, 36 hours/week, full-time with benefits.

JOB RESPONSIBILITIES

- Responsible for independently performing routine work following set procedures and policies; direction comes from the Information Technology Director who reviews work in process or upon completion; at times may support other department and contract personnel.
- Administrative tasks include tracking computer-related orders and bills, maintaining license documentation and renewing upgrades;
- Serves as link between external IT support and end-users;
- Assists Director with county-wide procurement processes;
- Initiates, coordinates, and enforces systems policies and procedures;
- Plans, monitors and assists Director in appraising existing systems and vendors;
- Assists Director with workload and workforce management;
- Monitors, evaluates and makes recommendations on life-cycle services reporting;
- Provides quality service assisting employees with IT needs;
- Assists with inventory of County IT equipment;
- Drafts purchase orders and requests for bid/proposal according to finance policies when requested by Director;
- Coordinates and supervises existing vendor contracts as assigned by Director;
- Creates and maintains various reports as assigned;
- May provide assistance with website content approval, meeting recording, social media account content scheduling, etc.;
- Additional duties as requested.

EDUCATION AND EXPERIENCE

- High school diploma or equivalent – Associate degree or higher desirable
- Requires minimum of ten years direct work experience in IT related position
- Experience in operating and maintaining hardware, software and networks
- Ability to operate standard office equipment

KNOWLEDGE AND SKILLS

- Must be knowledgeable in software, hardware and networks;
- Requires excellent customer service, interpersonal and communication skills;
- Requires excellent organizational and project management skills;
- Must be self-motivated, critical thinker and be proactive in problem-solving;
- Requires ability to multi-task and be flexible with changing work assignments;
- Requires ability to perform routine computer functions and learn new applications as necessary;
- Requires ability to complete work accurately and timely with attention to detail;
- Must be a team player and support a team work environment;
- Must be able to work with minimal supervision and stay focused on work assignments;
- Ability to respond tactfully to executive management, customers, and employees;
- Must maintain confidentiality;
- Must possess and maintain a valid Colorado driver's license with acceptable motor vehicle record;
- Must be able to pass a criminal background check;
- This is a safety sensitive position that is subject to random drug testing.

PHYSICAL EFFORT, WORK ENVIRONMENT:

Works in a standard office environment; may encounter frustrated staff and senior management.

The following are some of the physical demands commonly associated with this position.

Driving:	Occasionally
Balancing:	Frequently
Bending/Stooping:	Frequently
Twisting:	Frequently
Squatting/Crouching:	Occasionally
Kneeling:	Occasionally
Crawling:	Occasionally
Climbing Stairs:	Occasionally
Climbing Ladders:	Occasionally
Reaching:	Frequently
Standing/Walking:	Frequently
Lifting:	Occasionally
Lifting:	1 lb. minimum/40 lbs. maximum
Carrying:	1 lb. minimum/40 lbs. maximum
Push/Pull:	1 lb. minimum/40 lbs. maximum