



CLASSIFICATION NO. 699  
Established: 4/67  
Revised: 3/96, 12/07, 4/22  
Revised Title: 10/19  
FLSA: Exempt  
EEO: 1

## **DIRECTOR, TECHNOLOGY SERVICES**

### **CLASS CHARACTERISTICS**

Under policy direction, to plan, organize and direct the activities of the Technology Services Department; to provide technology leadership and vision for the County, and develop strategic goals and operational policies; and to do other work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Technology Services Department (TS) provides technology services to County departments, other public agencies and to the public of Clackamas County. The department is responsible for County-wide Enterprise Services, Application Support and Telecommunication Services.

The Director, Technology Services leads the delivery of high quality information technology services. The Director, Technology Services reports to the County Administrator and participates as a member of the County's Executive Management Team to facilitate effective and quality service delivery in all County programs.

The Director, Technology Services differs from the Deputy Director, Technology Services, which manages the day to day technical issues and operations within the department.

### **TYPICAL TASKS**

Duties may include but are not limited to the following:

#### **Strategic Leadership**

1. Leads County-wide development of a strategic direction information technology services, gauging and anticipating the diverse needs of County departments and offices.
2. Brokers and develops cross-functional partnerships and management models that leverage and modernize technology operations.
3. Evaluates current technology infrastructure and identifies opportunities to work with other jurisdictions and explore private sector partnerships to increase efficiency and effectiveness of systems.
4. Serves as an advisor for the County information systems business and technology issues; reviews contracts, grants, budgets and other items to assist the County in evaluating, assessing and implementing appropriate technologies; identifies opportunities for technology to support business process redesign.

5. Develops a dynamic, multi-year business plan that identifies value-added technology solutions to help County departments meet their business needs.
6. Continually assesses business risks and ensures appropriate level of cybersecurity.
7. Interacts with and advises other county departments, elected officials, outside agencies and a variety of technology advisory committees.
8. Remains current with new technologies and innovations in the field.

### Operational Leadership

9. Ensures high quality customer service to all Technology Services users; provides information technology expertise to evaluate users' service needs; supports users with timely, efficient, cost effective, and appropriate information technology solutions; responds to and resolves difficult and sensitive inquiries as necessary.
10. Coordinates on-going education of staff and users of automated systems;; maintains a program for staff and user development consistent with current and emerging technologies.
11. Prepares and submits annual and supplementary budget requests; administers approved budget and monitors expenditures; directs the preparation of billing statements for user departments; develops Technology Services cost allocation with Department of Finance.
12. Ensures information technology standards and procedures are maintained and practiced; ensures all systems are implemented and meeting redundancy and risk assessment levels.
13. Coordinates all aspects of soliciting, reviewing, selecting and monitoring performance of vendors; negotiates contracts for the acquisition, installation, testing and maintenance of computer software, hardware and related equipment.
14. Hires and directs department management staff; prepares performance evaluations; recommends and administers progressive discipline; conducts and/or facilitates staff training and development programs; promotes cooperative team efforts among staff and with other County departments; motivates employees to provide quality service to County staff and to citizens.

### **REQUIRED KNOWLEDGE AND SKILLS**

Comprehensive Knowledge of: Advanced principles and practices of computer science, information systems technology management and current technology trends; wide and local area network technologies; systems software and E-government/commerce applications; relevant Federal, State and local laws, codes and regulations governing current technology.

Thorough Knowledge of: Principles and practices of management, including strategy formulation, program development and administration, project management, fiscal administration, including budget preparation and personnel management.

Skill to: Communicate effectively, both orally and in writing; convey complex technical information to individuals at all levels of ability; cooperatively and independently develop and implement program plans and goals, policies, procedures and standards; facilitate diverse

employees and client groups; prepare budgets and manage within fiscal guidelines; direct, guide, motivate and evaluate the work of supervisory, professional, technical and clerical staff; establish and maintain results oriented effective working relationships with elected officials, department directors, County personnel and vendors; analyze and evaluate suitability of computer hardware and software to accomplish County objectives; relate technical concepts to business needs; manage the integration of multi-jurisdictional information system needs.

### **MINIMUM QUALIFICATIONS**

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

**Experience:** A minimum of nine (9) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

**Licenses/Certifications:** None Required.

### **PRE-EMPLOYMENT REQUIREMENTS**

Must successfully pass a criminal history check which may include national or state fingerprint records check.

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment.