



INFORMATION TECHNOLOGY DIRECTOR

Department	Information Technology
FLSA Status	Exempt
Reports To	Executive Director
Supervises	IT Staff

DISTINGUISHING CHARACTERISTICS:

Responsible for the overall planning, organizing, execution and management of all IT functions. This includes all IT operations to meet customer requirements, the support and maintenance of existing applications and the development of new technical solutions to meet future business requirements. Also responsible for the identification and customization of methodologies and best practices for; applications development; delivery management; application support; program management and project management. Establish and manage an applications development environment (ADE), helpdesk customer support function and Project Management Office (PMO). Staff size of 9 and a 2017 budget of \$2,661,470.

ESSENTIAL FUNCTIONS:

- Works at a strategic level with NORCOM and NORCOM Agency business and technology owners, and other key stakeholders outside of NORCOM, to understand complex business needs and recommends business-focused technology solutions
- Develops and periodically maintains a strategic roadmap of prioritized activities and projects. This is accomplished by working directly with the business owners to prioritize business-related activities and projects
- Manages IT resources and budget to maximize return and overall value for NORCOM and its partner agencies
- Develop, maintain and manage a quality assurance plan for helping ensure the consistency and maintainability of existing applications. Involves creating, maintaining, and enforcing standards/procedures for implementing technical solutions. This is accomplished by leveraging best practices that include Service Management concepts and frameworks such as ITIL and COBIT.
- Identifies and implements the measurement and reporting of Key Performance Indicators (KPIs) and other metrics required for the base lining and continuous improvement of NORCOM IT infrastructure, operational, and project performance.
- Assists NORCOM and NORCOM Agency business owners with implementing the measurement and reporting of Key Performance Indicators (KPIs) and other metrics required for the base lining and continuous improvement of NORCOM business performance

ESSENTIAL FUNCTIONS (CONT.):

- Ensures security of NORCOM information and data
- Directs operations in executing production tasks according to a documented schedule that meets or exceeds customer expectations
- Works with PMO to produce detailed time line for each application release and implements effective project control by monitoring the progress of the software release and reporting the status
- Directs and prioritizes the work load of subordinate personnel
- Manages staffing levels based on current and future needs;
- Participates in hardware and software evaluations
- Manages vendor contracts and relationships
- Represents the IT function at customer review meetings when appropriate
- Directs professional development and education programs for IT staff based on current and future skill requirements based on NORCOM business and technology needs
- Liaises with users, operations, and programming personnel in the areas of systems design, modifications or trouble shooting
- Performs salary administration and conducts interviews and makes recommendations for new hires, consultants and/or replacement personnel.
- Directs professional development and education programs for IT staff based on current and future skill requirements determined by NORCOM business and technology needs.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Experience in implementing effective and innovative software development methodologies
- Operations experience in a production environment
- Proven ability to lead a progressive IT group
- Ability to understand technical concepts such a server architecture, virtualization, radio, telephony, VPN, enterprise security strategies and tools
- Ability to communicate technical concepts to technical and non-technical audiences
- Exceptional communication and writing skills and experience delivering IT related information to board-level stakeholders
- Ability to manage multiple concurrent projects and motivate professional staff
- Analytical and problem solving skills
- Demonstrated aptitude for learning new technologies
- Broad knowledge of data processing systems, concepts, and methodologies
- Understanding of general business and justice and public safety issues

INTERPERSONAL CONTACTS:

Contacts are made both inside and outside the organization. Internal contacts most frequently include the IT staff and less frequently Administrative and Operational personnel. External contacts may include NORCOM stake holders, governmental officials, other communications center representatives, and outside vendors. 50% of interactions are via the telephone, radio, or email and 50% are face to face conversations.

MINIMUM QUALIFICATIONS:

- Bachelors Degree in Computer Science or related field or related experience
- Minimum ten (10) years' experience within Information Technology including at least five (5) years leading an IT Organization
- Any equivalent combination of education, experience and training that provides the required knowledge, skills, and abilities, may be considered.

DESIRED QUALIFICATIONS:

- Project Management experience and background including:
 - Project Management Professional (PMP) credential
- Certification in Service Management framework such as ITIL, COBIT, etc.
- Public Safety Experience

LICENSES & CERTIFICATIONS:

- Valid Washington State Driver's License/ good driving record

WORK ENVIRONMENT:

- 60% of work performed in an office environment with moderate interruptions
- 40% of work performed in attendance of meetings and off-site and/or remote locations

PHYSICAL DEMANDS:

- Lifting, carrying and pushing objects weighing up to 50 pounds
- Dexterity of hands and fingers to operate standard office equipment, including computer key boards, mouse, radio systems, and wiring
- Sitting for extended periods of time
- Vision, specifically to include up close, distance, color and peripheral; depth perception and ability to adjust focus
- Hearing and speaking to exchange information
- Driving a vehicle

NORCOM is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, religion, gender, age, marital status, disability, sexual orientation, veteran status, or genetic information. NORCOM provides reasonable accommodation to its employees and the public with disabilities, including disabled veterans. For more information, please contact NORCOM Human Resources.

NOTE: the recruitment process includes Suitability Assessment Report testing, an extensive background and criminal history check, a polygraph test, a psychological examination, several panel interviews, a medical examination (including a physical, an audiogram, and a drug screen), and finger printing.