LEE COUNTY PROPERTY APPRAISER
POSITION DESCRIPTION

INFORMATION TECHNOLOGY MANAGER

Department: Technical Services   **FLSA Class:**   Exempt
Reports to:

POSITION OBJECTIVE & SUMMARY

Oversees the planning, implementation, and management of information systems and infrastructure while ensuring data security, privacy and compliance with government and industry regulations and standards.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Directly oversee operations in the day-to-day projects. Monitor system performance, manage system updates/patches, and implement and enforce IT policies and procedures.
- Lead teams to ensure reliability and security of the business operations.
- Implement strategies and decisions set forth from senior management. Responsible for executing plans and projects that align with the business.
- Optimizing resources to ensure the resources are allocated effectively to meet business technology goals.
- Vendor management: by selecting and evaluating vendors. Negotiating contracts and ensuring vendor performance meets expectations.

COMPETENCIES: KNOWLEDGE, SKILLS & ABILITIES

- Technical skills: Understanding of IT service management framework. Infrastructure and systems management.
- Strong concept of cybersecurity principles and best practices.
- Knowledge of software development practices, programming languages and application lifecycle management.
- Familiarity with cloud platforms.
- Experience with networking concepts, protocols, and technologies.
- Knowledge of virtualization technologies and operating systems.
- Proficient in managing hardware components and end-user devices.
- Strong leadership skills, strategic thinking, and emotional intelligence. Effective team and project management including time management. Prioritize tasks based on urgency and importance and balancing operational demands with strategic initiative.
- Clear and effective communication skills with strong problem-solving and decision-making skills.
- Compliance and security management. Implementing and enforcing security policy. Conducting compliance audits and responding to security incidents.
- Disaster recovery planning by creating and testing disaster recovery plans and identifying critical systems and data recovery.
- User support and helpdesk management by managing support staff and ensuring timely resolution of user issues.

EDUCATION / EXPERIENCE / LICENSING

Bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field. Certified Florida Evaluator (CFE) designation required within two years of hire.

WORK ENVIRONMENT & PHYSICAL DEMANDS

The work is performed in an office setting with prolonged periods of sitting with some standing, bending, stooping, squatting, and/or reaching. Specific vision abilities required by this job include attention to a computer monitor for approximately 75% of the work day. The employee may be required to lift up to 50 pounds.

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OTHER DUTIES
This position description does not constitute an employment agreement between the employer and employee. The listed job specifications should not be construed as a comprehensive listing of activities, duties or responsibilities that are required of the incumbent. Duties are subject to change at any time as the needs of the employer and requirements of the job change.

Date: July 2024
Pay Range: $82,160 – 138,320 CWE