JOB DESCRIPTION

Job Title: Information Technology Manager	**Date Created**: 06/20/2018
Department: Information Technology	**Date Revised:** 11/11/2022
Division:	**Salary:** $104,398.00 - $145,657.00
Grade: 39	**FLSA:** Exempt

Summary of Duties: The Information Technology Manager oversees and manages the daily functions of the IT department for the North Texas Emergency Communications Center (NTECC). Demonstrates a strong leadership presence that promotes the NTECC mission, vision, and strategic plans. This position works with considerable independence under the direction of the Executive Director and collaborates with NTECC personnel as well as customers.

Essential Job Functions:
- Supervises assigned employees; prioritizes and assigns work; conducts performance evaluations to ensure staff are sufficiently trained; makes hiring, termination, and disciplinary recommendations.
- Facilitates employee relations, to include mediating workplace conflicts, advising and assisting in the resolution of grievances, preparing management responses, participating, and advising in employee performance management processes; participates in conducting internal investigations.
- Oversees and manages the IT infrastructure projects including researching and developing innovative (new) technologies, recommending best solutions for the NTECC, and implementing updates, upgrades, repairs, and improvements.
- Serves as an executive team member to align IT activities and deliverables with the NTECC strategic goals and needs; manages or completes special projects as assigned in partnership with Executive Director and staff.
- Strategizes, develops, implements, and maintains IT infrastructure; oversees user support, application development, and system security.
- Arranges and attends meetings with vendors related to IT needs and projects; works with NTECC IT staff on IT projects, system and network upgrades, and infrastructure repairs.
- Participates in the development and review of policies, procedures, and guidelines for the NTECC.
- Must be available to respond to critical issues during non-business hours.
- Contributes to the development of the annual budget.
- Supports the NTECC culture by assisting co-workers as needed with guidance and training.
- Supports the relationship between the NTECC and the public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and NTECC staff.
- Maintains a high level of confidential and sensitive information in a discrete and professional manner.
- Maintains the integrity, professionalism, accountability, and goals of the NTECC by assuring that all rules and regulations are followed, and that accountability and public trust are preserved.
- Punctual and regular attendance to/at work; work the assigned schedule and comply with the timekeeping policies and procedures. Able to work in a 24/7 work environment (weekends, holidays, inclement weather) and any shift (day or night). Must be available to respond to critical issues during non-business hours.
- Performs other duties as assigned.

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. All listed qualifications, skills, knowledge, and abilities are considered essential and required.

Knowledge and Skills:

- Ability to collaborate, work with, supervise, direct, effectively communicate, and develop a diverse team and assigned personnel. Ability to work within the policies, guidelines, and the NTECC culture, including the core values of trust, professionalism, accurate and timely, teamwork, and our people.
- Ability to address multiple demands simultaneously; prioritize work and respond to difficult situations under stress of time or circumstances; remain professional and operate effectively in high stress situations.
- Knowledge of the principles and practices of network and operating systems, hardware systems and security systems.
- Principles, practices, and methods related to the design and implementation of networks, systems, and programming, and troubleshooting techniques in a public sector environment.
- Enforcing and maintaining security protocols and safety standards.
- Applicable State and federal laws, regulations, and statutes.

Minimum Qualifications and Conditions of Employment:
- Education: Bachelor's degree in the Information Technology field, Business or Public Administration or related field.
- Experience: Ten (10) years of professional IT experience including five (5) years supervisory experience, preferably in public safety or emergency services.
- Knowledge of public safety strategies, practices and technologies preferred. Public safety experience preferred.
- Must be at least 18 years of age.
- Must pass all applicable pre-employment screenings to include a drug screen and background investigation.
- Communicate clearly and concisely, relay details accurately both verbally and in writing.
- Must read, write, and speak English.
- A valid Texas Driver's License may be required or be able to obtain one within 90 days of employment.
- Must be able to pass FBI criminal background fingerprint check and comply with state and federal requirements for criminal justice information security standards.

Any work-related experience resulting in acceptable proficiency levels in the above Minimum Qualifications is an acceptable substitute for the above specified education and experience requirements.

License and Certification:
- Certifications include: Level 4 CJIS
- Position requires successful completion of all required certifications within 30 days.

Physical Demands and Working Environment:

Work performed is primarily an office classification in a call center/dispatch environment, although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone and radio. Positions in this classification occasionally (daily, weekly, or monthly) bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees may be required to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and minimal direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The position also requires meeting the essential requirements of the Physical Demands and Working Conditions, with or without reasonable accommodation. Work is performed in a fast paced, high volume call center environment; incumbents must remain alert and responsive while coordinating stressful situations in a fluid and dynamic work environment.

The above statements are intended to describe the general nature and level of work being performed and are not intended to be an exhaustive list of all responsibilities, duties and skills which may be required. NTECC 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, genetic information, or any protected class in accordance with the law. NTECC provides reasonable accommodation for its employees and the public with disabilities, including veterans. For more information, please contact NTECC Administrative Services.