

**GUERNSEY COUNTY BOARD OF DEVELOPMENTAL DISABILITIES
POSITION DESCRIPTION**

TECHNOLOGY INFORMATION OFFICER

Regular Hours of Work: 7:00 a.m. to 3:00 p.m.
*Hours are flexible as approved by the Superintendent and may not remain constant
*follows a 239 annual work days plus (+) 10 state holidays

Immediate Supervisor: Business Manager and/or designee

Department: Administration

Qualifications:

- Technical institute degree in Computer Science or Information Systems (Bachelor’s degree preferred) and minimum 18 months experience in any of the following: computers, hardware/software, applications, support products, IT projects or databases.
- Possess a high level of oral and written communication skills.
- Must be able to push, pull, bend, and lift at least 50 pounds.
- Must have the ability to read and understand specifications, knowledgeable in Ohio County Government functions and procedures.
- Must have personal transportation available during working hours.
- Must maintain a valid Ohio driver’s license and maintain a status of insurability for motor vehicle insurance with the county's insurance carrier.
- Must maintain insurance coverage on personal vehicles used in the performance of job duties for the Board in accordance with Board Policy.
- Must be able to physically maneuver persons who are handicapped and/or non-ambulatory.
- Must obtain C.P.R. and First Aid certification within six (6) months of employment and maintain those certifications throughout the term of employment.
- Employment contingent upon successful completion of a satisfactory report of the State Bureau of Criminal Identification and Investigation and/or County or Local Law Enforcement Agency as required by Section 5123.081, Ohio Revised Code and a physical examination including a drug and alcohol screening.

FLSA: Overtime Exempt

Status: Unclassified

Probationary Period: 365 Days

Essential Functions and Responsibilities:

- Responsible for maintaining the board's computer systems, including all hardware, software, and network applications, provides training and technical assistance to staff, and advises the Board on the computer technology needs
- Supervise all phases of Information Technology for the Board of Developmental Disabilities, including but not limited to, computers, laptops, tablets, copiers, scanners, printers, telecommunication systems, security and entry systems, Tap-It, communication devices and adaptive equipment.
- Diagnoses and resolves technical hardware and software issues, research, plan, develop, purchase, install, configure, maintain, support, troubleshoot, and optimize all network hardware, software and communication links.
- Analyze new technology and advise the Board as to applicability. Analyze techniques and procedures to determine hardware, software or system functionality, and specifications. Recommend changes, and/or improvements in both hardware and software
- Assess and provide training to staff as needed. Communicate with end users in a manner that enables them to become increasingly competent in their use of technology.
- Work in cooperation with current IP and network support vendors of the Board. Serves as a contact point for proprietary software such as Infal, Gatekeeper, and Caretracker.
- Serve as the primary support for Board mobile devices and applications.
- Assist vendors in finding and correcting database issues.
- Assist staff in resolving more complex computer problems and answer technical questions.
- Effectively communicate and maintain professional relationships with staff, vendors, and the general public.
- Ensure network security, data back-up, terminal services, and support to remote (teleworking) users and mobile devices/applications.
- Coordinate the disposal of old/outdated computer equipment in accordance with statute requirements and in an environmentally appropriate manner.
- Work with local telephone companies to ensure communications are stable and phone systems are operating at maximum performance.
- Conduct and maintain inventories of all hardware and software. Verify compliance with software licensing requirements.
- Management of all current and future, agency owned websites including managing backups, software updates, design changes and content publishing.
- Responsible for management of all agency owned social media sites including Facebook, Twitter, YouTube, and any other social media presences that may arise in the future including design changes, privacy setting updates, site administrators, content posting and comment and post moderation.
- Attend professional meetings, trainings, and in-services and conferences as requested. Represent the Board at DD Technology Group meetings.
- Understand and practice the professional code of ethics in keeping with the confidentiality of information and materials with which he/she may come into contact.
- Effectively balance multiple assignments and priorities, working within identified time constraints independently.
- Must understand and practice professional ethics of a public employee.
- Is considered a confidential employee and must keep the information and materials upon which he/she may come in contact with confidential.
- Ability to cope with stressful situations as related to individuals with developmental disabilities.

- o Model at all times, appropriate social and moral behavior as a public service employee directly responsible for the service to individuals with developmental disabilities as supported by public monies and not be under the influence of alcohol or narcotic drugs.
- o Participate in in-service training sessions.
- o Knowledge of HIPAA Regulations as they relate to the County Board.
- o Is a mandated reporter for all reports of abuse, neglect, and exploitation/misappropriation for all children and adults aged, blind and/or disabled.
- o Must report all Unusual Incidents (UI) and Major Unusual Incidents (MUI) as outlined in the MUI procedures and report suspected or actual abuse/neglect instances to Supervisor and/or SSA on-call.
- o Promote good public relations with parents, advocates, community organizations, professionals, and other interested parties.
- o May be required to transport individuals that we serve and/or their families.
- o Will perform any and all duties as required and/or directed by the Business Manager and/or Superintendent.

NOTE:

Working conditions may exist that do not normally exist in the occupation of the public employee. These conditions may include exposure to blood-borne pathogens, communicable disease, potentially infectious materials and/or aggressive or other maladaptive behaviors.

Program operates on twelve (12) months per year.

Normal program hours may be: 1,992 plus (+) more or less

Normal program operations usually include 239 days plus (+) the board celebrates 10 state holidays.

This figure is not a guarantee to any employee that he/she shall work that number of hours.

The Guernsey County Board of DD does not discriminate in provision of services or employment because of race, color, religion, gender, national origin, age, military status, genetic information, sexual orientation, gender identity, Family and Medical Leave, protected veteran status or other protected by law.

Specifications:

As an employee of the Guernsey County Board of Developmental Disabilities, I agree to comply with all Board policies at all time and shall demonstrate respect for, support dignity of and observe the rights of all individuals served by the agency.

I will work to ensure and maintain effective relationship with other employees, program participants, parents/guardians and state and local community service agencies.

I will adhere to all local, state and federal laws and Guernsey County Board of Developmental Disabilities policies and procedures.

I have read the position description and understand the above statements are intended to describe the general nature and level of work required for this position. It is not meant to be an exhaustive list of all responsibilities, duties and skills required. I understand I will be expected to perform these duties and the number of days and hours that I am expected to work. I further acknowledge that I have been instructed on how to access the Guernsey County Board of DD policies and procedures, including the Compliance Plan, and agree to abide by its contents. I acknowledge that I am required to remain substance free.

Finally, I understand that I am required to submit to background checks as a condition of initial and continued employment as specified by board policy.

Name of Employee

Date

Appointing Authority

Date