



South Walton Fire District

911 N. CR 393
Santa Rosa Beach, Florida 32459
850-267-1298 • Fax 850-267-3294



Position Description

INFORMATION SYSTEMS / TECHNOLOGY MANAGER

Position Summary:

Professional management position with extensive experience in management; development, implementation and operation of computer based information systems. Develops wide area/large area network designs to create an IT system that maximizes the productivity of the District's workforce. All work is performed under the general direction of the Assistant Chief of Support Services. Requires the ability to understand user requirements and the relevance to operational needs. The IT Manager will exercise independent judgment in the execution of his/her duties, within the parameters of District policies and applicable laws.

Major Duties:

- Translates information system requirements into logical, economical and practical designs of wide-area network.
- Writes detailed specifications; coordinates system testing; develops practical solutions to problems; creates master charts to track major milestones and critical path activities.
- Prepares associated documentation, user/training manuals and any related set of instructions on the complete operating system.
- Develop, track, and control the information technology annual operating and capital budgets.
- Develops and implements the IT equipment/infrastructure replacement and contingency plans.
- Establish IT division goals, objectives, and operating procedures that coincide with the objectives and goals of the District's strategic plan.
- Responsible for initiating and maintaining a physical, professional, technological, creative and cultural environment of productivity.
- Coordinates the development and design of the new technology environment.
- Provides support to all users related to maximum utilization of the information system and technology.
- Provides for the repair and maintenance of all hardware and software associated with the information system.
- Reviews District wide systems operations and develops up-to-date recommendations for improvements and provides progress reports.

Major Duties continued:

- Emergency operations planning committee responsibilities to include planning, response and recovery to maintain continuity of operations for the District.
- Ensure IT system operations adheres to applicable laws and regulations.
- Ensure continuous delivery of IT services through oversight and monitoring of IT systems performance.
- Performs related work as required.

Knowledge Required for the Position:

- Knowledge of Windows Servers, SQL database, Microsoft Azure and Hyper-V set ups, operation and maintenance.
- Knowledge of Kentico systems and programming.
- Knowledge of technical and administrative aspects of IT departmental functions.
- Knowledge of network software and hardware.
- Knowledge of personal computer software, including the characteristics and operation of networking, database management, spreadsheets, graphics, word processing, electronic mail, communications and scheduling with emphasis on Microsoft Professional Office software.
- Ability to communicate clearly and concisely one-on-one, in small and large groups.
- Ability to set and manage priorities judiciously.
- Ability to communicate clearly and concisely in writing.
- Ability to plan, lead and manage information system programs that will meet current and future District requirements.
- Ability to manage time well and work under stressful conditions with an even temperament.
- Ability to establish and maintain effective working relationships with elected officials, employees, and customers.
- Excellent interpersonal skills.
- Exceptionally self-motivated and directed.
- Performs other job-related duties that are consistent with assigned Division responsibilities.

Supervisory Controls:

Reports to the Assistant Chief of Support Services.

Physical Demands:

Must be physically able to operate a variety of machinery and equipment including computers, servers, copiers, telephone systems, etc. Must be able to exert force frequently to lift, carry, push, pull, or otherwise move objects. Work involves sitting most of the time, but may involve standing or walking for periods of time. Ability to work long hours to meet important milestones. Ability to visit remote locations. Visual and hearing ability. Ability to bend, stoop and lift 50 pounds.

Work Environment:

Work is performed primarily in an office environment and the employee in this class is subject to inside environmental conditions, but some outside work scenes may occur. Requires sufficient personal mobility and physical reflexes to permit the employee to function in a general office environment and accomplish tasks. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

NOTE: Reasonable accommodation considerations will be made for otherwise qualified individuals with a disability.

Supervisory Responsibility:

None

Minimum Qualifications:

- Minimum of 3 years experience as a manager of an Information Systems / Technology Department.
- Experience in management, development, implementation and operation of a computer based information system.
- A combination of education and experience may be considered.
- Must possess and maintain a valid State of Florida Driver's License.
- Must be a non-smoking/non-tobacco using person, both on and off the job, at the time of employment and maintain same non-smoking and non-use throughout the term of employment.

This job description is illustrative, and not all inclusive.

DURING OCCASIONS OF LOCAL EMERGENCIES, THIS POSITION MAY BE REQUIRED TO REPORT TO PERFORM EMERGENCY TASKS, WHICH MAY RESULT IN EXTENDED WORK HOURS, AS WELL AS EXTENDED PERIODS OF TIME AWAY FROM FAMILY MEMBERS.