



DALLAS COUNTY JOB DESCRIPTION

Job Title:	Assistant Chief, IT Operations	Job Code:	7001600	Job Grade:	IT16
Reports To:	Chief Information Officer	Pos. No:	New	FLSA Code:	E
Department:	Information Technology Services	Loc. Code:	2010001	SIC Code:	9311
				WC Code:	8810
Division:	Operations	CS Code:	A	EEO Code:	F01

Summary of Functions: Manages and oversees the operation of the Dallas County data center, disaster recovery program and network; and plans, coordinates, directs and designs infrastructure that supports the overall business objectives of the County.

Management Scope: Manages all exempt and nonexempt staff members, which supports over 3,000 desktop computers and over 6,000 users.

Duties and Responsibilities:	% of Time	Essential Non-essential
1. Directs the day-to-day operation of monitoring, operating and troubleshooting computer hardware and software; manages and coordinates facilities work in the data centers, including cleaning, electrical work, cabling (phone, network (copper/fiber) and peripherals), chiller maintenance and repair, correction of environmental alarms, etc.	25	E
2. Manages the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems, including servers, operating systems, hardware, software and peripherals. Manages all changes to production applications, servers, networks and systems to ensure that there are no unscheduled interruptions to service. Develops departmental specifications, policies, and standards to guide the deployment of infrastructure (racks, servers, power, cooling, cabling, etc.)	20	E
3. Analyzes the County's infrastructure needs; meets with various hardware and software company representatives; develops recommendations for infrastructure solutions; and participates in application development.	15	E
4. Track system outages, determine causes, make changes, and ensures backup and recovery processes.	10	E
5. Work with the IT Security Officer to design and perform server and security audits, system backup procedures, and other recovery processes.	10	E
6. Maintains inventory of infrastructure equipment, including warranty, maintenance and support contracts.	05	E
7. Prepare weekly status reports.	05	E
8. Manages budget analysis, supports prioritization and rationing of resources	05	E

across the department, and strategic planning and benchmarking.

9. Performs other duties as assigned.

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Minimum Qualifications:

Education, Experience and Training:

Education and experience equivalent to a Bachelor's degree from an accredited college or university in Computer Science, Information Technology, or in a job related field of study. Eight (8) years of responsible experience in managing applications analysis projects involving multiple computer subsystems in a large, complex.

Special Requirements/Knowledge, Skills & Abilities:

Knowledgeable of network and database technology, operating systems, and local, state and federal laws and regulations relevant to information technology program areas. Skilled in managing and organizing information technology program activities and identifying problems, evaluating alternatives, and implementing effective solutions. Skilled in reviewing technical data and preparing technical reports. Ability to effectively communicate, both verbally and in writing, and establish and maintain effective working relationships with employees, departments and the general public. Must possess a valid Texas Drivers License and good driving record. Will be required to provide a copy of 10-year driving history. Must maintain a good driving record and remain in compliance with Article II, Subdivision II of Chapter 90 of the Dallas County Code.

“Individuals holding or considered for a position which has, or may have, access to criminal justice databases including the FBI Criminal Justice Information Systems, NCIC/TCIC and similar databases, must pass a national fingerprint-based records check prior to placement in such position and may be denied placement in such positions and/or access to such systems. Individuals must also maintain the ability to pass the records check while in the position or until such time that the Commissioners Court and the County Civil Service Commission deem this position no longer has this requirement.”

Physical/Environmental Requirements:

Standard office environment.

Hay Points/Point Factor:

KH: FII3 400 pts, PS: F4 (50%) 200 pts, AC: F2P 304 pts, TTL: 904 pts, KH/PS/AC: 44-22-34 Profile: +3

Supervisor Signature _____

Date _____

Reviewed by Human Resources/Civil Service on

Date 03/2006; 10/19/2015

Approved by Civil Service Commission on

Date 03/20/06;
8/19/2013;10/19/2015

This job description shows typical requirements of a position within this classification. This description is not intended to be all-inclusive. Individual positions may vary slightly in functions, job dimensions and requirements. Any percentage of time included on each function is only an estimate and may change depending on the specific departmental tasks. Candidates whose disabilities make them unable to meet these requirements will still be considered fully qualified if they can perform the Essential Functions of the job with reasonable accommodation.

