TITLE:	Information Systems (IS) Manager	**JOB CODE:**	2123
DEPARTMENT:	Sheriff's Office	**FLSA:**	Exempt
PREPARED:	December 31, 2018	**FLSA CLASS:**	Supervisor
UPDATED:	March 29, 2022	**WORK LOCATION:**	Aztec, NM
		REMOTE WORK ELIGIBLE:	NO

Summary: Under administrative direction of the Administrative Captain; plan, organize, and direct the Sheriff's Office Information Systems and NCIC staff. Direct and coordinate development and production activities of the IS division; lead staff to build and manage a reliable and secure network, analyze, design, implement, and maintain the Sheriff's Office remote site computer networks, including data and voice communications equipment and systems; maintains and updates desktop computers and peripherals, provides technical support to users in remote sites throughout the County.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Assists in developing, evaluating, and implementing department goals, policies, and procedures; evaluates programs and work processes; ensures activities comply with applicable laws, policies, and regulations.

- Manages operations of networks and staff; prioritizes and assigns work and projects; assists with recruiting, trains, and evaluates staff; counsels, coaches, and instructs employees; develops staff and conducts performance evaluations; meets regularly with staff to review assignments and give direction when needed.

- May monitor the budget; prepare special and recurring report for budgets, grants, proposals, and contracts; may recommend and implement changes to existing policies.

- Provides leadership, direction and coaching to staff in the areas of performance management, problem resolution, planning, and work assignments.

- Reviews and implements changes in the network, such as installations and updates.

- Oversees the upgrades and configuration of network printing, directory structures, rights, security, and software on the file servers.

- Conducts research and planning for the department; monitors industry trends and identifies potential changes; analyzes workload and recommends staffing assignments and adjustments within IS and NCIC; manages projects including grants and capital projects.

- Consults with management to determine boundaries and priorities of new projects, and to discuss system capacity and equipment acquisitions.

- Consults with engineers, consultants, and technical support to develop initiatives and strategies for current and future information technology objectives.

- Reviews project feasibility studies; establishes work standards.

- Reviews reports of computer and peripheral equipment production, malfunction, and maintenance to ascertain costs and plan operating changes.

- Analyzes department workflow and staff job duties to recommend reorganization or departmental realignment.

- Assists staff in diagnosing and solving computer equipment problems.

- Participates in technical projects such as writing equipment specifications or developing computer programs for specified applications.

- Installs, maintains, and upgrades network hardware and software components for remote sites throughout the County. Assess and evaluation all network problems to determine solutions and corrections.

- Performs other related duties as assigned.

Required Knowledge and Skills:
- Knowledge of principles, techniques, and capabilities of computer network systems

- Knowledge of Local and Wide Area Network administration and network engineering principles.

- Knowledge of system access and security guidelines and procedures.

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Information Systems Manager

- Knowledge of hardware and software troubleshooting techniques.
- Knowledge of management and personnel administration methods, techniques, and policies.
- Knowledge of County and Sheriff's Office policies and procedures.
- Skill in supporting a variety of network software packages and systems.
- Skill in analyzing information systems problems, evaluating alternatives, and implementing solutions.
- Skill in managing procedures for efficient and cost effective management of resources.
- Skill in assessing and prioritizing multiple tasks, projects and demands.
- Skill in effectively managing, leading, and delegating work and projects.
- Skill in planning and implementing policies and procedures.
- Skill in communicating effectively, both orally and in writing.
- Skill in following and effectively communicating verbal and written instructions.
- Skill in establishing and maintaining effective working relationships with elected officials, Sheriff's Office staff, and the public.
- Skill in the use of a personal computer and standard business software.
- Ability to maintain and handle confidential information that are of a sensitive nature.

Education and Experience
- Bachelor's Degree and ten (10) years' work experience in information technology; or COMP-TIA A+ and COMP-TIA NET+ Certifications and equivalent combination of education and work experience sufficient to perform the duties of the position.
- Three (3) years of management experience.
- Cisco CCNA Certification.
- Must pass a fingerprint criminal background check.
- Valid State of New Mexico Driver's license or able to obtain within six (6) months of employment.

Environmental Factors and Conditions/Physical Requirements:
- Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- May be subject to bending, reaching, kneeling, and lifting such as installing equipment or retrieving files, records, and reports.
- Occasional need to lift equipment and services, weighing 50 lbs. or more.
- The noise level in the work environment is usually moderate.
- Full time work hours for this position consists of scheduled "on call" rotation as a requirement, including nights and weekends.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.

Equipment and Tools Utilized:
- Equipment utilized includes computerized and conventional office equipment.

Approvals:

Employee: _____ **Date:** _____

Department Head: _____ **Date:** _____