



Warren C. Evans
County Executive

**DIVISION DIRECTOR – COMPUTER OPERATIONS –
DEPARTMENT OF TECHNOLOGY**

GENERAL SUMMARY

This Division Director is responsible for the direct oversight of three core operational service units for the Department of Technology. They include but are not limited to: Network Operations and Security (Server & Infrastructure Support and Enterprise Security), Enterprise Computing (Call Center, installation, repair and disposal services) and Business Continuity (Disaster Recovery and Prevention Services). This role leads and supports the services, contracts, funding and projects associated with Computer Operations, to ensure effectiveness of service delivery, resource utilization and results.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Ensures the availability of all enterprise computing services to the County
- Identifies and applies technology business trends to the enterprise
- Works collaboratively with other senior managers to establish strategic plans and objectives
- Develops and implements enterprise solutions with effective IT
- Performs security strategies, business plans, and policies for enterprise solutions
- Manages professional and support staff
- Manages various projects
- Performs other duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

- Analytical, problem-solving, negotiation and organizational skills.

- Oral and written communication skills; especially presentation skills with the ability to communicate technical concepts to both technical and non-technical staff.
- Knowledge of budgetary planning and cost containment practices.
- Knowledge of managing complex enterprise level technology initiatives
- Interpersonal and communication skills
- Ability to effectively interact with all levels of management, including business leaders and Executives
- Knowledge of and understanding of international, national and local legislation affecting information security
- Knowledge of computer forensics and incident response

***Knowledge and adherence of all relevant Wayne County policies, procedures, rules, Collective Bargaining Agreements, Executive Orders, Administrative Personnel Orders, Resolutions, and other County directives, including those referring to Ethics, Procurement, Vehicle Ordinance, Conduct, etc.**

REQUIRED COMPETENCIES:

- Business Acumen & Entrepreneurship
- Communication (verbal/written/non-verbal)
- Adaptability & Change Management
- Continual Learning & Developing a Learning Organization
- Customer Service (internal & external)
- Decisiveness
- Diversity Management
- Ethics, Integrity & Honesty
- Influencing, Inspiring and Negotiating
- Performance & Results Management
- Politically Savvy
- Problem Solving & Technical Credibility
- Internal & External Awareness
- Strategic Thinking & Long-Term Planning
- Teamwork & Group Leadership

DESIRED EXPERIENCE AND TRAINING:

Experience: Six years of experience in the application development field.

Training: Bachelor's degree in Information Technology, Computer Science, Business Administration or a related field or equivalent educational experience. Professional information security certification preferred.

WORKING CONDITIONS:

Work is performed in an office setting.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position.

Department of Personnel/Human Resources
County of Wayne, Michigan
February 2013