

PORT OF GRAYS HARBOR

JOB DESCRIPTION

JOB TITLE: Information Technology Manager

SUMMARY:

The Information Technology Manager oversees development and operation of the Port's data and tele-communications systems in alignment with entity business objectives. The position reports to the Director of Operations at the Satsop Business Park, and is responsible for planning, design, implementation and maintenance of the Port's information technology (IT) systems, including local and county-wide wide area networks, application and data servers, workstations, virtual and mobile devices, communications systems, security and backup solutions, user training and helpdesk support. A member of the Port's management team, the IT Manager works closely with all managers to recommend, implement and support cost-effective technology solutions for all aspects of the organization.

ESSENTIAL FUNCTIONS:

Strategy & Planning

1. Benchmarks and plans information systems best practices, policies, procedures, work plans and strategies to meet Port short and long-range needs, utilizing cost/benefit principles to justify IT spending recommendations and initiatives.
2. Works closely and collaboratively with Port management team members to understand Port objectives and recommend technology solutions that support the Port's needs.
3. Recommends and manages IT department budget, purchasing requirements and contracts. Accountable for monthly budget review and IT department budget performance.
4. Plans and allocates data and telecommunication resources to maintain optimum, uninterrupted performance of all systems, and maximize user productivity.
5. Protects the security and safety of Port data and IT systems by developing detailed documentation and disaster recovery plans. Enacts security standards and procedures for systems and users.
6. Consistently upgrades professional knowledge of LAN/WAN hardware, operating systems, software applications, data protection trends and solutions, and network standards and best practices via seminars, trade journals, other IT professionals, user groups, and other means.

IT Operations Management, Maintenance & Support

1. Monitors IT hardware and systems, schedules maintenance and needed updates, and establishes unscheduled maintenance procedures to assure system reliability and security, and continuity of operations.
2. Maintains IT systems on a continuous basis to assure that they are operating properly and securely, including servers, workstations, LAN and WAN hardware, mobile devices,

software, peripherals, VOIP system, surveillance camera system, and other equipment as may be assigned. Takes quick, proper action to correct problems and restore operations.

3. Provides end-user services, including helpdesk management, technical support services and user training.
4. Practices asset management tracking and control for IT hardware, software and equipment.
5. Reviews and edits detailed documentation concerning all facets of the data and telecommunication systems, including but not limited to hardware, file structure, network protocols, security, software, backup, and complete logical diagrams of the infrastructure and hardware locations.
6. Directs all Port related IT functions on a daily basis, including oversight of contractors.

ADDITIONAL WORK PERFORMED:

Performs other duties and responsibilities as assigned.

This job description reflects general details necessary to describe the job's essential functions and the job's level of knowledge and skill typically required. The job description should not be considered an all-inclusive listing of work requirements. Duties and responsibilities are also subject to change by the employer as the needs of the Port and requirements of the job change.

WORK ENVIRONMENT

Work is performed primarily indoors in a fast paced work environment with frequent interruptions. Work is performed at Port locations throughout Grays Harbor County, requiring travel by automobile between facilities. Most work is performed in an office setting, requiring sitting for extended periods at computer terminals or in meetings and presentations. The position also involves lifting up to 50 lbs.

MINIMUM JOB QUALIFICATIONS

Completion of a Bachelor's degree, or equivalent, in computer sciences or information systems management is desired, and 7+ years of progressively responsible experience in information technology/system administration. Will consider any equivalent combination of experience, education and training that provides the level of skills, knowledge, and abilities required for this position.

Industry recognized certifications desired on Microsoft server operating systems and platforms, firewalls, and network administration, such as Network+, Server+, Security+, CCNA, MCITP, MCP, SonicWALL, and Citrix.

A thorough knowledge of current network standards and best practices, including security and data protection systems, operational characteristics of information technology equipment, peripherals and various platforms, including:

- Strong technical knowledge of mobile, workstation and server operating systems, including Windows, Windows Server, Apple iOS, Android, and Linux.

- Strong technical knowledge of current network hardware, protocols, and standards, including HP switches, Cisco Switches, IP cameras, firewalls, TCP/IP, DNS, DHCP, VOIP, Group policy, and Remote Desktop Services.
- Extensive application support experience, especially with Microsoft Office, MS Exchange, and MS SQL Server.
- Proven experience in IT infrastructure planning and development.
- In-depth knowledge of applicable data retention practices and laws.
- Experience with industrial control systems and networks.
- Excellent understanding of the organization's goals and objectives.
- Strong understanding of project management principles.

NECESSARY SPECIAL REQUIREMENTS:

- Ability to effectively manage information systems planning, operations, training, and administrative functions including budgets, internal controls, security, and standards for areas as diverse as general office, airport, leased facilities, marine terminals, marina, and facility development.
- Outstanding ability to apply information systems solutions to business problems with a thorough understanding of both business and information management issues.
- Ability to effectively teach multiple software applications and guide staff learning in a multi-tasking work environment with frequent interruptions.
- Willingness and ability to maintain and update current knowledge base regarding IT systems best practices, leading standards, trends and solutions.
- Must demonstrate strong people-oriented skills and a collaborative style, with excellent problem resolution and judgment skills, and unquestionable integrity.
- Willingness to comply with all Port directions and regulations.