

**REGIONAL BUILDING DEPARTMENT**  
**Information Technology (IT) Manager**  
**Job Description**

**Job Title:** Information Technology (IT) Manager  
**Reports To:** Deputy Building Official(s)  
**Pay Scale:** This position offers a competitive salary, commensurate with relevant education and work experience.

**Department:** 9812 IT  
**Classification:** Exempt  
**Job Type:** Full Time

**Position Summary:**

The Information Technology (IT) Manager is responsible for the management, oversight, development, and implementation of a comprehensive plan to achieve reliability and consistency in the application of IT. The IT Manager must be proactive in problem solving with experience of a wide range of platforms, services, and software and hardware configurations. In addition, he/she must work in a collaborative manner and be focused and goal driven to ensure the needs and expectations of the Department and users (internal and external) are met. Work is performed under the general direction of the Deputy Building Official(s).

**Supervision of Others:** IT team members.

**Core Values:**

- Demonstrate ability to take initiative and work under pressure with minimal supervision.
- Display dependability through knowledge, attendance, follow through, progress and completion of tasks.
- Show teamwork by cooperating with others, exhibiting a positive attitude and communicating honestly, openly, consistently and directly; actively listen to others with an open mind.
- Act in a responsible manner.
- Demonstrate self-direction and decision making while considering long term goals and potential impacts of decisions.
- Show flexibility within established parameters.
- Create satisfied Department staff and customers through management of team members.

**Essential Job Functions: the functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions, as necessary.**

- Manage, provide direction to and oversight of IT team, while working closely with other Department and external agencies' staff, external vendors, and advisors.
- Interact with Department staff, external agencies, and internal clients on all levels to help resolve IT-related issues and provide answers in a timely manner.
- Analyze and evaluate employees' performance in accordance with Department goals.
- Identify opportunities for team training and skills advancement, including, but not limited to training programs and workshops; train other innovators and customers through both formal and informal training programs.
- Review, analyze and prepare IT Department financial budget; make decisions on purchases of hardware and software products and requests from other departments.
- Be responsible for the management, strategy and execution of IT infrastructure.
- Evaluate long term goals and initiate research and development, as needed.
- Execute and oversee technical projects in alignment with Department goals.
- Identify and act on opportunities to improve and update software, hardware, and systems.
- Develop and implement IT policy and best practice guides for the organization; review and update, as needed, network security and other policies.
- Implement network security at a regional level; conduct regular system audits and checks on network, data accessibility, data back-up, and data security.

- Comply with and oversee all Department information system functions; ensure that all systems have the appropriate security levels to: (i) assure protection of personally identifiable information (PII) collected, stored, transferred, or used by the Department; and (ii) prevent unauthorized use and dissemination of data; oversee troubleshooting, systems backups, archiving, and disaster recovery and provide expert support when necessary.
- Prepare and share regular operation system reports with senior staff.
- Determine and oversee timeframes for minor and major IT projects including, but not limited to system updates, upgrades, migrations, and outages.
- Oversee the administration of the Department's permitting, licensing, plan review, and tracking software.

**Qualifications:**

- Excellent interpersonal, oral and written communication, and problem-solving skills.
- Ability to effectively maintain an effective working relationship with a variety of individuals with diverse background, education, and economic levels, including internal staff, the public, and others contacted in the course of a job assignment.
- Ability to facilitate team meetings effectively.
- Decision making capabilities, and visionary leadership; ability to exercise sound judgment in safeguarding confidential or sensitive information.
- Ability and willingness to prioritize multiple requests and meet multiple deadlines.
- Ability to maintain a professional demeanor during short time limitations, and stressful and highly visible situations.
- Ability to resolve and/or escalate issues in a timely fashion; ability to effectively communicate relevant IT-related information to senior staff.
- Ability to maintain a flexible schedule depending upon the needs of the Department.
- Ability to work well in a team environment and as part of a team.
- Proficiency in Data/Information Management and storage (SQL, Azure, Iperius and VMWare virtual server environment).
- Proficiency in Development Ops (Microsoft.net to include application programming using C# and VB.NET, Windows forms applications, ASP.NET web form and MVC applications), Jira, GIS coordinate systems; desktop application development; 3<sup>rd</sup> party controls (DevExpress, Infragistics, Ajax, etc.).
- Ability to operate and oversee network systems including but not limited to cloud based phone systems; Switches, Routers, Load Balancers; DNS and TCP networking concepts; Office 365; modern web technologies; and network security operations.
- Ability to carry out and interpret policy, methods and procedures relating to the conduct of a complete IT program.
- Skills to write, review and edit codes.

**Education and Experience:**

Must possess and maintain a valid Colorado Driver's License. A minimum of five years of experience including a minimum of one year of management responsibility in the field of IT are required. Bachelor's degree with major course work in IT, Computer Science, or Management is required.

**Physical Demands and Work Environment:**

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit; stand; walk; stoop or kneel; crouch or crawl; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; for extended periods of time. May have to climb ladders or flights of stairs or crawl around in tight spaces. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Office environment; exposure to computer screens.

**This job description is not intended to be inclusive of all functions, responsibilities and qualifications associated with the position, however, representative of the essential job functions and typical criteria considered necessary to successfully perform the position.**

**Equal Employment Opportunity/Affirmative Action Statement:**

The Department is an Equal Employment Opportunity/Affirmative Action employer. The Department will not tolerate unlawful discrimination against any employee or applicant because of race, color, creed, national origin, ancestry, sex, age, religion, disability, sexual orientation, genetic information, marital status, or retaliation for engaging in protected activity.

**Americans with Disabilities Act Compliance:**

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, the Department will not discriminate against individuals with disabilities on the basis of disability in its services, programs, or activities. The ADA requires the Department to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**NOTE: A Board of Commissioners independently governs the Pikes Peak Regional Building Department.**

---

**Employee Signature**

---

**Review Date**

---

**Employee Print Name**