

LANCASTER COUNTY
CORRECTIONS INFORMATION TECHNOLOGY MANAGER

NATURE OF WORK

This is advanced level, highly technical, administrative and supervisory work managing the full lifecycle of the department's technology hardware and software demands.

Work involves responsibility for full project lifecycle management of department specific applications, including Criminal Justice Information Services (CJIS) and Jail Records Management System (JMS), the department's time keeping/scheduling program and other applications. Work also includes collaborating with department leads to perform requirements analysis and developing and deploying full-stack applications to create more efficient workflows. An employee in this classification exercises considerable independent judgement in the performance of assigned duties. General supervision is received from the director with work being reviewed for conformance with established departmental policies and procedures.

EXAMPLES OF WORK PERFORMED

Manage full product lifecycle of complex department applications.

Determine the feasibility of computerizing manual systems or converting legacy systems to systems using current technology.

Perform analysis of department data, producing detailed summary reports for review by administration.

Assist computer operators with issues related to hardware, software, and department applications.

Manage and assist in the installation of new computer systems, and hardware and software upgrades to existing systems; diagnose problems in hardware and software and perform appropriate repairs or coordinates with subordinate staff and third-party vendors.

Troubleshoot Closed-Circuit Television (CCTV), intercom, and Programmable Logic Controllers (PLC) network issues and implement solutions in a timely manner.

Develop department technological objectives and budgets, manages acquisition, configuration and development of new technology.

Oversee and participate in technology asset management within the department.

Coordinate and supervise technical staff support, including service/help desk operations, department hardware and software maintenance and upgrades.

Supervise subordinate personnel; assigns, directs, coordinates and evaluates work.

Perform related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Extensive knowledge and skill in the use of computer programming frameworks and languages.

Extensive knowledge and skill in the use of current HTML and CSS.

Extensive knowledge of modern design principles, methods, and techniques of computer programming.

Thorough knowledge of Microsoft Office Suite, including Microsoft (MS) Access.

Considerable knowledge in design, setup, and maintenance of relational databases.

Knowledge in the use of Representational State Transfer Application Programming Interface.

Ability to analyze complex problems and organize their parts into logical systems.

Ability to investigate data processing issues, diagnose problems promptly, and execute solutions effectively and in a timely manner.

Ability to foresee changes in the needs of the department and plan the most efficient and cost-saving conversions.

Ability to learn and adapt to advances in technology and determine how it could be used to optimize workflows for the department.

Ability to communicate effectively both orally and in writing.

Ability to effectively manage multiple responsibilities concurrently.

Ability to establish and maintain effective working relationships with co-workers, subordinates and vendors.

Ability to maintain the confidentiality of information.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major coursework in systems analysis and programming, software design, software engineering or related field plus six years of experience managing a complex computer system and two years of experience in a responsible administrative or supervisory capacity; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.