



# Director of Information Technology - Job Description

## RUSK COUNTY INFORMATION TECHNOLOGY DEPARTMENT

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### **Job Overview**

Rusk County is a rural local government inspired to keep its people safe and secure while providing ample support to its communities and aspiring to maintain a forefront in the County's growth. Rusk County is looking to hire a seasoned I.T. Director to help keep the County's aspirations growing in all technological fields. If you are passionate, loyal, love east Texas, and enjoy a family environment - Rusk County is the ideal place to grow your career and help the communities grow.

This position works under the County Judge's Office and Sheriff's Office to provide optimal I.T. Services to the County.

### **Responsibilities for the Rusk County I.T. Director**

- Oversee I.T. operations and supervise systems and I.T. staff.
- Develop a strategy for the County's I.T. infrastructure (computer and information systems, security, communication systems).
- Develop, manage, and track the I.T. department's annual budget based on the scope of work and resource requirements. Track project costs to meet the budget. Predict resources needed to reach objectives and manage resources effectively and efficiently. Manage contracts with vendors and suppliers by assigning tasks and communicating expected deliverables.
- Consult Elected Officials across the entire County to identify business and technology needs to optimize the use of information technology.
- Travel to County sites.
- Utilize industry best practices, techniques, and standards throughout entire project executions. Maintain technical knowledge by attending educational workshops; reviewing publications. Understand and interact with related disciplines through committees to ensure the consistent application of policies and standards across all technology projects, systems, and services
- Monitor progress and make adjustments as needed.
- Ensure smooth delivery and operation of I.T. services by monitoring systems' performances.
- Provide direction, guidance, and training to I.T. & County staff.
- Work with the Elected Officials and State to keep the County compliant with Criminal Justice Informational Services.
- Work directly with the Elected officials to facilitate risk assessment and risk management processes.
- Keep users informed by preparing performance reports; communicating system status.
- Responsible for maintaining, configuring, and reliably operating computer systems, networks, servers, and virtualization.
- Install, configure and upgrade computer components and software, manage virtual servers, integrate automation processes, and advocate compatible software.
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing the impact of issues.

- Perform tests on new hardware and software.
- Define software, hardware, and network requirements.
- Repair or replace damaged hardware.
- Install and upgrade antivirus software.
- Provide documentation and technical specifications to I.T. staff for planning and implementing new or upgrades of I.T. infrastructure.
- Create County I.T. Policies, processes, and standards for system selection, security, implementation, and support.
- Review and evaluate network modifications and recommend security monitoring policy updates.
- Develop reporting methods and produce reports on all activities and incidents to help maintain day-to-day status, develop and report trends, and provide focus and situational awareness on all issues. Produce daily/weekly/monthly/quarterly reporting as determined by County needs and establish procedures for handling each security event detected.
- Develop and manage a detailed project schedule and work plan. Determine and define project scope and objectives. Provide project updates consistently to the County Judge and Sheriff about strategy, adjustments, and progress.
- Measure project performance to identify areas for improvement.
- Perform or delegate regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures.
- Lead desktop and helpdesk support efforts, ensuring all desktop applications, workstations, and related equipment problems are resolved promptly with limited disruptions.
- Responsible for capacity, storage planning, and database performance.
- Partner with Elected Officials across the County to raise awareness of risk management concerns.
- Assist with the overall County technology planning, providing current knowledge and future vision of technology and systems.
- Safeguard information system assets by identifying and solving potential and actual security problems. Protect systems by defining access privileges, control structures, and resources.
- Recognize problems by identifying abnormalities; reporting violations and inefficiencies by conducting periodic audits.
- Develop, implement and monitor a strategic, comprehensive enterprise information security and I.T. risk management program and an information security management framework.
- Develop and utilize Case Management processes for incident and resolution tracking. The processes should also be used for the historical recording of all anomalous or suspicious activity.
- Secure and Support Municipal Court Software, Civil, Records Management, Dispatch, Jail Management, and Law Enforcement & Public Safety Software.
- Implement security improvements by assessing the current situation, evaluating trends, and anticipating requirements—Upgrade systems by implementing and maintaining security controls.
- Create County standards and maintains quality service by following the County standards.
- Contributes to team effort by accomplishing related results as needed.

- Monitor intrusion detection and prevention systems and other security event data sources on a 24x7x365 basis.
- Computer Intrusion methodology and intrusion analysis/investigation methodology
- Determine if security events monitored should be escalated to incidents and follow all applicable incident response and reporting processes and procedures.
- Coordinate with Sheriff's Office to help maintain body camera information.
- Assist with technological forensics.
- Correlate data from intrusion detection and prevention systems with data from other sources such as firewalls, web servers, and DNS logs.
- Assist with Law Enforcement Radio implementations and upgrades.
- Responsible for tuning and filtering events and information, creating custom views and content using all available tools following an approved methodology and with approval and concurrence from management.
- Create system baselines and configuration management items, including security event monitoring policies, in a manner determined and agreed to by the Commissioners Court. Ensure changes are made using an approval process agreed to in advance.
- Coordinate with appropriate organizations regarding possible security incidents. Conduct intra-office research to evaluate events as necessary, and maintain the current list of coordination points of contact.
- Produce reports identifying significant or suspicious security events to appropriate parties.
- Maintain knowledge of the current security threat level by monitoring related Internet postings, Intelligence reports, and other related documents as necessary.
- Maintain a network diagram depicting the relevant security checkpoints in the network.
- Identify misuse, malware, or unauthorized activity on monitored networks. Report the activity appropriately as determined by the customer.
- Maintain proficiency and skills through relevant training, conventions, conferences, and on-the-job training.
- Provide analytical support as needed for the overall projects and systems by working with Elected Officials and other personnel to ensure effective operations of all capabilities, piloting of new systems, and periodic updates to systems.

### **Qualifications for Rusk County I.T. Director**

- Bachelor's Degree in Computer Science, Information Systems, Business Analyst, or Equivalent Experience.
- 8 to 10+ years working in I.T. Operations, Systems Administration, Systems Specialist, Support Technician, and Project Management, or Equivalent Experience.
- Background Check Required.
- Experience using a wide variety of network defense/monitoring tools in the context of an analyst
- Experience analyzing and correlating information from multiple sources to determine the source and nature of an event.
- Experience with event escalation.
- Strong knowledge of systems and networking software, hardware, and networking protocols.

- Self-Starter and Ambitious
- Experience creating reports from large amounts of data
- Broad knowledge of security appliances (Intrusion Detection System, Intrusion Prevention System, Firewalls, Proxies, etc.) to include how the devices work and associated limitations.
- Basic understanding of scripting languages and syntax
- Problem-solving
- Must acquire CJIS compliance within three months (90 days) of the job's start date.
- A+ Certification or Equivalent Experience
- Project Management Professional (PMP) certification or Equivalent Experience.
- Network+ Certification or Equivalent Experience.
- Security + Certification or Equivalent Experience.
- Proficient in Windows O.S. (Server and Desktop)
- Experience with scripting and automation tools.
- A proven track record of developing and implementing I.T. strategies and plans.
- Strong knowledge of implementing and effectively developing helpdesk and I.T. operations best practices, including expert knowledge of security, storage, data protection, and disaster recovery protocols.
- Excellent analytical skills
- Strong interpersonal skills and highly resourceful
- Experience seeing projects through the full life cycle
- Proven ability to complete projects according to outlined scope, budget, and timeline
- Excellent leadership and decision-making skills
- Very Strong knowledge of project management principles
- Experience setting up and maintaining a server environment
- Experience setting up and maintaining VOIP Systems.
- Knowledge of connecting satellite offices to create a unified network.

### **Pay & Hours**

\$55,242.00 /yr

Full-Time | 8 am – 5 pm | On Call 24/7 for Law Enforcement

### **Benefits**

- Ability to Hire One Assistant,
- Health Insurance,
- Dental Insurance,
- Vision Insurance,
- Retirement Plan,
- Paid Holidays,
- Paid Floating Holidays,
- Paid Vacations,
- Paid Sick Leave.

### **Apply**

Send resume to [cojudge@ruskcountytexas.gov](mailto:cojudge@ruskcountytexas.gov)

