



CLASS SPECIFICATION

Class Title: IT Manager, Application Technologies
Department: Information Systems
FLSA: Exempt
Merit: Non-exempt

Class Code: 3383
Grade: 28
Eff. Date: 09/09/1997
Revised: 01/02/2025

GENERAL PURPOSE

Under general guidance and direction from the Director of Information Systems, manages the information technology software implementation and support operations and provides leadership for end user IT experience including software evaluation, implementation, management and support.

EXAMPLE OF DUTIES

Manages assigned staff; makes hiring and promotional decisions; schedules, assigns and monitors work; evaluates performance in compliance with County policies, procedures, and practices; documents and addresses performance problems in a timely manner; disciplines employees as necessary.

Coordinates activities of additional IT resources when assigned to division projects or when appropriate.

Develops and supports information systems products and services which include but are not limited to installed software applications, configuration, or access issues.

Provides training to strengthen service operations.

Creates both short-term and long-term strategies and specific objectives for the field service organization and develops budgets, policies and procedures to support County application technologies.

Ensures service requests are properly resolved according to organizational standards. Develops, coordinates, and maintains installation or support documentation. Develops strategic goals and ensures successful identification, documentation, assignment, prioritization, monitoring, and resolution of service requests and incidents with special attention to achieving a high rate of first contact resolution and continuous improvement.

Assists in software-related procurement processes, including documentation of systems' technical requirements and operational evaluation.

Serves as the escalation point and action advocate on operational slowdowns and system failures.

Serves on the IS Change Advisory Board to manage IS change control processes.

Operates a motor vehicle in a safe manner and in compliance with all Utah laws and regulations.

Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

Graduation from an accredited college or university with a Bachelor's degree in computer science or



a closely related field, plus five (5) years of directly related (full time) computer and network support experience or an acceptable combination of education and experience.

Preference for the following certifications: ITIL (Information Technology Infrastructure Library), CompTIA Network+, and Microsoft Certified Systems Engineer (MCSE); two (2) years of technical team management.

2. Special Requirements:

Must pass the Davis County Sheriff's Office background investigation.

Employees driving a personal or a County vehicle for job related travel must possess a valid driver license, maintain the minimum vehicle liability insurance as specified in the Utah Code, and must operate a motor vehicle in a safe manner; new employees with an out-of-state license must obtain a valid Utah Driver License within sixty (60) days of hire date (exceptions for military personnel and their dependents).

3. Necessary Knowledge, Skills and Abilities:

Knowledge of: application functionality, troubleshooting techniques, database management, scripting languages, system monitoring, change management practices, ITIL framework

Skill in: supporting a wide variety of technology stacks, developing appropriate Key Performance Indicators (PKIs), evaluating and planning resources and evaluating technology.

Ability to: formulate long-range communication plans and objectives; coordinate with County departments to assess requirements and solve problems; effectively evaluate technology; manage budgets; supervise, assign, and evaluate the work of others; establish and maintain effective working relationships with supervisors, other employees, other agencies, and the general public; communicate effectively (orally and in writing); follow written and oral instructions.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. **All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.**