

SUSQUEHANNA COUNTY POSITION DESCRIPTION

TITLE: IT ASSISTANT DIRECTOR

DEPARTMENT: INFORMATION TECHNOLOGY

LOCATION: 31 LAKE AVE, MONTROSE, PA 18801

REPORTS TO: DIRECTOR OF INFORMATION TECHNOLOGY

SUPERVISES: NONE

POSITION STATUS: FULL-TIME / NON-UNION

PAY GRADE: 10

GENERAL:

The IT Assistant Director serves as the County's lead technical resource for enterprise technology initiatives, systems implementation, and long-term information technology projects. This position researches, designs, implements, and supports technology solutions that improve County operations, increase efficiency, strengthen cybersecurity, and enhance services to County departments and the public.

The IT Assistant Director provides advanced technical expertise across a broad range of Microsoft technologies, enterprise applications, infrastructure, cloud services, and web technologies. Working independently and collaboratively with the Information Technology Director, County departments, vendors, and other IT staff, the Senior IT Solutions Specialist leads technical implementations and serves as the primary technical resource for complex projects and technology modernization efforts.

The Assistant Director of IT/System Administrator will assist the Director of IT with planning and executing projects and initiatives, managing staff, reviewing and updating processes and procedures, planning objectives, policies, budgets, and procedures.

Minimum Requirements:

- Bachelor's degree in a computer science related field or equivalent combination of education and experience.
- Five (5) years of progressively responsible experience in enterprise information technology.

Knowledge, Skills, and Abilities:

- Ability to utilize and administration Microsoft services including but not limited to MS 365 cloud applications and administration, Exchange Online, Intune, Active Directory, Group Policy, Azure, and Windows Server.
- Understanding of Enterprise networking concepts
- Cybersecurity principles and best practices
- Backup, disaster recovery, and business continuity concepts
- Independently design and implement enterprise technology solutions.
- Lead technical aspects of complex IT projects.
- Analyze operational challenges and recommend effective technology solutions.
- Develop automation scripts and workflow improvements.
- Troubleshoot complex technical issues.
- Communicate technical information clearly to both technical and non-technical audiences.
- Prepare technical documentation, reports, diagrams, and implementation plans.
- Manage multiple projects and priorities simultaneously.
- Build collaborative relationships with County departments and external vendors.
- Learn and implement new technologies as organizational needs evolve.
- Ability to provide off-hours support 24/7, if needed.

Duties and Responsibilities:

- Plan, design, coordinate, implement, and support enterprise technology projects, including software deployments, infrastructure upgrades, cloud migrations, and technology solutions that enhance County operations, improve business processes, and increase organizational efficiency.
- Research emerging technologies and evaluate their applicability to County operations.
- Administer and support Microsoft 365 services including Exchange Online, Teams, SharePoint, OneDrive, Intune, and related platforms.
- Design, implement, and maintain Active Directory, Group Policy, identity management, and authentication services.
- Support Microsoft Azure services and cloud-based infrastructure.
- Assist with Windows Server administration, virtualization platforms, storage, and enterprise infrastructure.
- Provide advanced support for enterprise software applications and County information systems.

- Assist with software integrations and data migration projects.
- Develop technical standards, documentation, and operating procedures.
- Participate in cybersecurity initiatives and security improvement projects including vulnerability remediation, identity security, endpoint protection, and system hardening.
- Support disaster recovery planning, backup validation, and business continuity initiatives.
- Serve as a senior technical resource for complex issues and enterprise initiatives.
- Coordinate technical activities with vendors, consultants, and implementation partners.
- Develop technical documentation, diagrams, standards, and knowledge base articles.
- Recommend improvements to technology architecture, infrastructure, and operational processes.
- Must possess strong written, verbal communication and interpersonal skills.
- Perform related duties as assigned.

Physical Requirements:

- Able to lift up to 50lbs. and climb ladders up to 10 feet.
- Must be able to work well under busy circumstances and multi-task.

Special Requirements:

- The applicant must possess a valid Driver's License and be insurable with a willingness to travel as needed.
- The applicant must pass the pre-employment testing requirements.
 - Background Check with no record of criminal convictions; and
 - Drug screen;
- The applicant must meet and comply with Susquehanna County's Employment and Acceptable Use Policies.
- The applicant must be able to handle confidential data, the disclosure of which is protected by law.

DISCLAIMER:

The above statements are intended to describe the general nature of and level of duties being performed by a person assigned to this position. They are not intended to be construed as an exhaustive list of responsibilities, duties and skills required to perform this position.

I HAVE READ THE ABOVE POSITION DESCRIPTION AND FULLY UNDERSTAND THE REQUIREMENTS SET FORTH THEREIN. I HEREBY ACCEPT THIS POSITION AND AGREE TO ABIDE BY THE REQUIREMENTS AND DUTIES SET FORTH. I WILL PERFORM ALL DUTIES AND RESPONSIBILITIES TO THE BEST OF MY ABILITY.

Date:_____

Employee Signature

Date:_____

Department Head Signature

In compliance with the Americans with Disabilities Act, the Employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the Employer

