



DEPARTMENT OF SOCIAL SERVICES
P.O. Box 2429 • Fayetteville, North Carolina 28302-2429
(910) 323-1540 • Fax (910) 677-2232

NOTICE OF VACANCY

March 9, 2010

POSITION #: 151-22-051

CLOSING DATE: MARCH 17, 2010

TYPE OF VACANCY: INFORMATION SYSTEMS MANAGER
Business Operations/Information Services

SALARY GRADE: 76

ANNUAL SALARY: \$55,639

CONDITIONS OF EMPLOYMENT: (The selected applicant will be subject to the following conditions prior to appointment). Failure to complete or fulfill these conditions may result in withdrawal of the conditional employment offer. Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be a basis for withdrawal of the conditional employment offer. Criminal background check required. Has or is able to obtain a valid North Carolina drivers license. Basic computer literacy is required to successfully meet expectations of this position. Competency in Windows, Word, and e-mail are essential.

PREFERRED EDUCATION & EXPERIENCE: Information Services supervisory experience working in a Human Service environment such as a DSS, Health Department, Mental Health; or State or Local government. .

MINIMUM EDUCATION & EXPERIENCE REQUIRED: Graduation from a four-year college or university and three years of progressive data processing experience including at least one year of managerial experience in directing information resource management programs that include applications development and hardware and software operations; or an equivalent combination of training and experience.

KNOWLEDGE, SKILLS & ABILITIES: Thorough knowledge of the following: Operating systems such as Microsoft Products and Linux, Personal Computers, LANs, and peripherals; Client Server Environment with active directory; Databases such as SQL Server and Informix; Cisco systems switches/router programming language; Broadband connection methods and data lines; Web design software, web server software and Internet/Intranet external/internal security; E-mail programs, servers, security and virus protection; Budget

...partnering with families and the neighborhoods where they live to plan and provide early help to vulnerable families....

procedures and practices used in County Government and Social Services; Understanding of Object Oriented Design methodology and Component Object Model concepts; Supervisory and educational skills and the ability to plan and coordinate the work of technician, analysts and programmers.

DUTIES: Supervise the Information Services staff (technicians, analyst/programmers) at the Department of Social Services and direct their actions concerning servicing equipment, maintenance of equipment, updating in-house programs and new programming requests. This position is responsible and accountable for the identification, research and analysis of computer solutions to meet the agency's needs. Responsible for the agency's personal computers, and operating systems, and their respective software applications, all servers, all network printers, switches, hubs and data lines and ensures that all PC users follow copyright laws.

This position reports to the Assistant Director of Business Operations. This position works closely with the Director, Agency Attorney, and the Assistant Directors for Programs and Services in setting goals for automation standards and enhancements for the Agency. This person also plans for the purchase and placement of personal computers, software and peripherals so that the established short and long term goals may be reached. The person supervises staff conducting training and orientation for the most commonly used software packages and, when necessary, coordinates software and PC training with local professional and educational facilities. This person will also maintain inventory of all the hardware and software used within the agency and serves as primary security officer.

This position researches agency's annual software and hardware financial needs and prepares a budget for approval by the agency directors; maintains up-to date knowledge of new software and hardware products, local-area networks, emulation devices, data security methods, and related PC equipment; decides on equipment and system configurations for effective and efficient usage in all agency departments. This position diagnoses and resolves operational problems involving hardware and software at the departmental or user level; suggests solutions or visits sites to solve hardware or software problems; develops remedies and identifies program deficiencies or operational failures; evaluates current working methods and procedures to determine how new programs can optimize work to reach short and long term goals. Responsibilities also include planning and coordinating the process of development for new programs, program changes and evaluation (error checking, debugging) of the final product. Acts as the agency liaison to local and state agencies in projects related to automation. Prepares computer programs, including the preparation of field descriptions, relational and block diagrams, and detailed analysis and program documentation. Design and implement LANs and WANs. Program network switches/routers, for each LAN and/or WAN. Program the agency's interactive Intranet and Internet web pages. Initiate meetings needed to assess the needs of the agency for new software and hardware. This position acts as Security Control Officer for State systems. Develops and implements policies and procedures for agency-wide applications of personal computer and local-area network technology.

APPLICATION: All agency employees should contact **CANDACE TYLER**, at Ext. 2604, or candacetyler@ccdssnc.com. All other applicants should mail a State Application (PD 107) with attached *applicable transcripts from an appropriately accredited college or university* to Cumberland County Department of Social Services, P. O. Box 2429, Fayetteville, NC 28302. **Applications must be received in this office by 5:00 PM (or if mailed, post marked) on the application closing date listed on this announcement.** *All applicants will be considered, but not necessarily interviewed.*

FAXED AND E-MAILED APPLICATIONS ARE NOT ACCEPTABLE.

Appointment to position within the Cumberland County Department of Social Services shall be made without regard to race, sex, age, religious preference, political affiliation, or handicapping condition.

THE CUMBERLAND COUNTY DEPARTMENT OF SOCIAL SERVICES HIRES ONLY UNITED STATES CITIZENS AND LAWFULLY AUTHORIZED ALIENS WHO ARE IN COMPLIANCE WITH THE IMMIGRATION REFORM AND CONTROL ACT OF NOVEMBER 6, 1986.

CCDSS IS AN EQUAL OPPORTUNITY EMPLOYER

PLEASE INDICATE THE POSITION NUMBER(S) WHEN APPLYING.