

IDAHO COUNTY IT OPERATIONS MANAGER

The Idaho County IT Operations Manager oversees the technology infrastructure and operational processes of Idaho County's IT systems. This is a part-time (10-15 hours per week) position without benefits. The hourly wage range is \$30-35 per hour, DOE. This position reports directly to the Board of Idaho County Commissioners.

Anticipated Idaho County locations where support may be needed:

Idaho County Courthouse

Idaho County Jail (New, estimated opening Fall of 2025)

Idaho County Road Department Offices (Kooskia, Elk City, Riggins)

Idaho County Weed Department Shop (Near Idaho County Airport)

Idaho County Pilot's Lounge (Idaho County Airport)

IT Operations Manager Responsibilities

- Overseeing the daily IT operations and ensuring that computer and telephone systems and networks are running smoothly.
- Developing, recommending and implementing policies, procedures, and processes to improve IT and telephone operations.
- Coordinating technology vendors and service providers to ensure that the organization's technology needs are met.
- Evaluating, recommending and implementing new technologies and systems that improve IT infrastructure consistent with county policy and department budgets.
- Maintaining a strong understanding of the organization's business needs and working closely with county departments helping to ensure that IT is aligned with those needs.
- Ensuring that the organization's IT policies and procedures are up to date and compliant with industry standards.
- Assess system performance and recommend improvements
- Troubleshoot user issues and make repairs if possible
- Coordinate upgrades and repairs with the Idaho County IT Service Provider (currently CompuNet) for any issues that cannot be resolved or that require additional IT support

IT Operations Manager Requirements

- An IT Operations Manager should have a BSc/BA in Computer Science, IT or relevant field or equivalent work experience
- Proven experience as IT Operations Manager or similar
- Experience with system installation, network configuration and analysis
- Knowledge and experience with common software programs
- Thorough knowledge of networks and cloud computing
- Excellent communication skills to effectively interact with team members, department heads and other stakeholders
- Technical proficiency and knowledge of IT infrastructure, networks, and systems to effectively manage and troubleshoot issues.
- Ability to manage multiple projects, sets priorities, articulate goals and objectives
- Problem-solving aptitude
- Basic knowledge of cyber-security threats and solutions