

OREGON CASCADES WEST COUNCIL OF GOVERNMENTS
(OCWCOG)

Title: Technical Services and Operations Director (TSOD)
Position Classification: Program Director
Department: Tech/GA
Reports to: Executive Director

SUMMARY OF POSITION

The Technical Services and Operations Director (TSOD) provides leadership and oversight to Technical Services and Facilities staff as well as providing project management support to the organization. This position acts as the Information and Security Officer and is responsible to ensure appropriate controls are in place to protect OCWCOG information assets. Engages with and works collaboratively with program leadership to achieve strategic organizational goals.

Performs position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully. Engages in effective team participation through willingness to assist and support co-workers, supervisors, and other work related-associations. Develops good working relationships with division and agency staff and supervisors through active participation in accomplishing group projects and in identifying and resolving problems in a constructive manner. Demonstrates openness of constructive feedback and suggestions, in an effort to strengthen work performance. Contributes to a positive, respectful and productive work atmosphere. Regular attendance is required to meet the demands of this job and to provide necessary services.

ESSENTIAL JOB DUTIES

30% - Technical Services Management

- Team oversight
- Technical direction
- Strategic planning
- Technical leadership
- Budget control
- Project prioritization
- Relationship management
- Purchasing within policy, laws, rules, and regulations

10% - Facilities Management

- Provide oversight, support and reporting of costs and needs
- Provide detailed breakdown timely of potential facilities options for Senior Staff
- Contract coordination

20% - Security (information and physical)

- Comprehensive IT security responsibility
- Physical access and credentialing
- Multiple site security plans
- Compliance monitoring and reporting
- Monitor and maintain physical building security

20% - Project Management

- Support for Programmatic needs at the levels requested
- Online tools for PM

12% - Budgeting

- Forecast and develop technical and facilities budgets for programs

5% - Policy and Training

- Continuity planning and policies for operational recovery
- Policy database backend for ease of the

3% - Professional Development

OTHER JOB DUTIES

- Performs other related duties as assigned by supervisor.

MENTAL & PHYSICAL JOB SKILLS

N = Never (0%)

R = Rarely (1 to 20%)

O = Occasionally (21 to 50%)

F = Frequently (51 to 80%)

C = Continuously (81 to 100%)

Mental

(C) Interpersonal Skills

(F) Basic Math (add, subtract, multiply, divide)

(O) Advanced Math (analysis, statistics, significant data or number manipulation)

(C) Written English communication

(C) Coordination of multiple tasks

(C) Initiative

(C) Detail/Accuracy

(F) Reasoning/Judgment/Decision Making

(F) Creativity

(F) Brainstorming/Concept

(F) Research

(C) English Comprehension

(C) Memory

(C) Organization/Planning

(C) Adapting to constant change

(C) Teamwork

(C) Timeliness

(O) Presentation/Teaching

(R) Selling

(R) Negotiation

(F) Client/Service Skills

(O) Persuasion

(O) Mentoring

(C) Management of Stress

Physical

(F) Standing

(F) Sitting

(F) Walking

(O) Stooping

(O) Kneeling

(O) Crawling

(R) Climbing

(C) Talking

(C) Hearing

(F) Reaching

(F) Handling

(F) Eye/Hand coordination

(C) Repetitive motions/hands/wrists

(F) Repetitive motions/feet

(R) Acute color

(N) Tasting/smelling (C) Vision (1-10 ft.)

(C) Vision (10-20 ft.)

(F) Long-range vision(20+)

(O) Pushing **25 lbs/day**

(O) Pulling **25 lbs/day**

(O) Lifting **25 lbs/day**

(O) Carrying **15 lbs/day**

WORKING ENVIRONMENT

Work is generally performed in an office environment with routine computer and telephone usage. Position requires sitting and typing for long periods of time. Position may require attendance at occasional evening meetings. Frequent travel throughout the three-county area.

SUPERVISION RECEIVED: Receives general supervision from the Executive Director

SUPERVISORY RESPONSIBILITIES: IT Team, Facilities Staff and others as assigned.

MINIMUM QUALIFICATIONS

Experience & Training

It is the expectation that this position requires a Master's degree in Computer Science, Business Administration, Information Technology, or related field.

At least 10 years working in IT related management positions, experience with facility security, budgeting and data security compliance is a must.

Knowledge, Skills and Abilities

Must be familiar with online project management tools.

Be able to work as a team, in a supportive role focusing on customer service

Experience with emerging technologies and limited budgets

Governmental experience is critical

Licenses, Certificates, & Other Requirements

Possession of a Valid Oregon Driver's License, or the ability to obtain reliable transportation in order to travel throughout the area.

Position requires successful completion of a criminal history check.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

Requirements are representative of minimum levels of knowledge, skills and abilities. To successfully perform this job, the employee will possess the abilities or aptitudes to perform each duty proficiently.