

LATAH COUNTY JOB DESCRIPTION

TITLE: Chief Information Officer

DATE REVISED: June 20, 2026

DEPARTMENT: Information Technology Services

REPORTS TO: Board of County
Commissioners

JOB SUMMARY

This position is a full time regular FLSA exempt position. The Chief Information Officer of the Information Technology Department of the Latah County is responsible for developing, modifying and implementing Information Technology Services for county offices under the direction of the Board of County Commissioners, including the coordination, planning, implementation, supervision, and evaluation of county computer technology; manage the department budget; coordinate programs and provide technical assistance to system users; and coordinate computer technology services of all county offices.

DUTIES AND RESPONSIBILITIES

Budget and Fiscal Administration

- Oversees all departmental finances.
- Creates and manages department budget and submits it to the Board of County Commissioners for approval.
- Develop ITS Budget including working with each department to determine needs and reviewing with the Board of County Commissioners for final development.
- Oversees capital and all other expenses and purchases for the department including imposing limits on spending and resource allocation to ensure compliance with budget limitations.

Personnel Administration

- Handles all personnel matters such as supervision, recruiting, hiring, performance management, training, mentoring, and motivation. Maintains a supportive, team-oriented working environment.
- Coordinates and provides training opportunities for employees and monitors compliance with required certifications, with a focus on continued development, performance management and quality improvement.
- Develops policies and procedures for departmental operations and staff expectations.
- Delegates some supervision and program administration to staff, as appropriate.

Program Administration

- Develops written and verbal policies and procedures for departmental programs.
- Ensure that departmental programs are carried out in a manner consistent with County, State, and Federal policies, regulations, and laws
- Responsible for proposing, implementing and monitoring compliance with Computer Use Policy applied to each county office upon final approval of the Board of County Commissioners, Elected Officials, Department Heads and users. Evaluate Computer Use Policy effectiveness and recommend changes.

- Responsible for the county telephone system and other communication systems and software.
- Give requested assistance to departments regarding special use items such as cell phones, scanners, faxes, printers, GPS units, camera monitors, video equipment, DVR and other maintenance as required.
- Work with legal counsel, vendors and the Board of County Commissioners to obtain contract services and products related to computers and communication services, products and licenses.
- In charge of maintaining products and licenses for computer technology and communications services.
- Evaluate and recommend upgrades to hardware and software and communication systems.
- Responsible for maintaining system for archiving and retrieval of computerized county records.
- Upon request, provide assistance in retrieving computerized records.
- Install and maintain software and hardware updates to county servers.
- Develop or supervise the County websites working with departments to develop changes.
- Work with departments to setup and assign and activate email addresses for new employees, and administer terminations.
- Responsible for computer use and phone orientation for new employees.
- Develop policies and procedures related to software programs, as requested by Elected Officials and Department Heads.
- Perform other related duties as required.

Additional

- Must be able to perform essential duties with or without reasonable accommodation, efficiently and accurately without posing a direct safety or health threat to others or self.
- Install and update PC hardware and software applications and peripheral components
- Diagnose system hardware, software, and operator problems. Recommend or perform minor remedial actions to correct problems based on knowledge of system operation.
- Ensure backup and safeguarding of system and user programs and applications; assure backup is complete; and verify that it is correct.
- Set up and ensure security for sensitive information (from both internal and external tampering).
- Develop PC applications as needed.
- Load and troubleshoot department specific software packages as needed.
- Enter commands and observe system functions to verify correct system operation.
- Answer client inquiries in person and via telephone concerning systems operation.
- Replace defective or inadequate software packages.
- Refer major hardware problems to service personnel for correction.
- Attend technical conferences and seminars to keep abreast of new software and hardware product developments.
- Train PC and Network users in the use of hardware, software and LAN operations for their particular needs and applications.
- Maintain a PC inventory; develop a maintenance schedule.

- Develop hardware and software standards for county computer technology.
- Read, analyze and interpret general business periodicals, professional journals, technical procedures and government regulations regarding computer technology.
- Write reports, correspondence and procedural manuals.
- Work independently, prioritize work load, and establish a cooperative working relationship with others.
- Supervise Department requirement to provide 24-hour on-call service seven days a week. Must be able to provide prompt on-site response to calls for service.
- Develop and Maintain user ID's, passwords and profiles.
- Set up and maintain electronic mail for entire county staff.
- Handle data exchanges with taxing service companies, state agencies, cities, counties and various outside companies and organizations.
- Assist and support Emergency Management processes.

QUALIFICATIONS

Must thoroughly know, understand, implement, create, possess and/or embody the following:

- High School Diploma.
- Five (5) years of demonstrated progressively responsible experience in Information Services.
- Two (2) years management experience.
- One (1) year experience with budgetary practices, procedures, and administration.
- Ability to supervise and instruct professional, technical, and support staff.
- Ability to establish and maintain effective working relationship with Elected Officials, staff, public and private agencies, and the general public.
- Ability to respond appropriately to complex and sensitive issues.
- Ability to communicate effectively verbally and in writing.
- Must possess extensive knowledge of Windows Operating Systems, OS/400 and Linux/Unix.
- Fundamental knowledge of network architecture, system security, and mail protocols.
- Must be familiar with programming fundamentals.
- Able to prioritize between numerous different county projects at one time.
- Willing to work unusual hours as needed.

Education and Experience

- Graduation from an accredited college with a Bachelor Degree in Computer Science, or related field, or an equivalent combination of education and experience.

TYPICAL PHYSICAL REQUIREMENTS

- Employee must be physically fit and have the ability to read, walk, climb, balance, grasp, kneel, crouch, reach, pull, bend, stretch, and lift fifty pounds.