

INFORMATION TECHNOLOGY MANAGER



Communications | Information Technology

JOB RESPONSIBILITIES

Terrebonne Parish Consolidated Government's Information Technology Manager is responsible for overseeing the daily operations, strategic planning, and security of the Parish's Information Technology Division.

JOB OVERVIEW

PAY TYPE

Exempt (Salaried)

SCHEDULE

Monday to Friday

On call 24/7 as needed for emergency support.

LOCATION

Government Tower – 4th Floor

REPORTS TO

Chief Communications Officer

PHYSICAL DEMANDS

Lift up to 25 lbs. (light)

WORK ENVIRONMENT

Professional office setting, with frequent interaction with staff, vendors, and government officials, and occasional after-hours work during emergency response or system events.

EMERGENCY EVENTS

Required to work during emergency events.

REQUIREMENTS

Valid Louisiana driver's license

In this role, the incumbent will be required to ensure the integrity, confidentiality, and availability of all government digital infrastructure and assets while providing technical leadership, system administration, and cybersecurity governance to create and maintain a resilient and secure infrastructure and foster a culture of security awareness and compliance throughout the organization.

The Information Technology Manager also serves as a technology consultant to all divisions, departments, and user agencies across the Parish.

JOB DUTIES

- Coordinate Networking and IT Section requirements while providing training opportunities to allow the staff to enhance their skill sets as technology and languages change.
- Meet with vendors and consultants to evaluate products and services along with the Chief Communications Officer.
- Evaluate and recommend computer-related hardware and software as well as data communications and security software/hardware for Parish departments.
- Establish and maintain facility and system security procedures.
- Act as security officer for the Parish's midrange computer systems both onsite and offsite, run monthly updates, and ensure data is backed up to the offsite location on demand.
- Establish procedures to ensure user passwords are periodically changed and user profiles are deleted as needed.
- Prepare bid forms and specifications for computer-related purchases, resolutions, and ordinances as per the Chief Communications Officer and Technical Coordinator.
- Oversee the information security training and awareness program.
- Recognize a possible security violation and take appropriate action to report the incident.
- Analyze departmental needs; identify vulnerabilities; boost productivity, efficiency, and accuracy to inform business decisions.
- Ensure network components work together seamlessly to meet business needs, using their full range of capabilities, and stay informed about new features and competitor solutions.
- Analyze processes, technologies, and vendors continually to find areas for improvement.
- Prepare cost-benefits analyses for necessary upgrades and monitor vendors to ensure they are offering the best-possible service and value for business needs.
- Train employees to use software and hardware; troubleshoot issues and provide technical support when needed.
- Develop and execute disaster plan and maintain data backups.
- Perform other duties as assigned by Chief Communications Officer.

SKILLS AND QUALIFICATIONS

- **Leadership Skills:** Must be able to lead cross-functional teams, drive strategic initiatives, and foster a culture of accountability, innovation, and security.
- **Time Management:** Effectively prioritizes tasks, manages competing deadlines, and ensures timely delivery of IT solutions and support in a dynamic environment.
- **Analytical Skills:** Apply critical thinking and data analysis to assess system performance, evaluate security risks, and implement data-driven improvements.
- **Communication Skills:** Clearly convey complex technical concepts to both technical and non-technical audiences, while facilitating collaboration across departments.
- **Organizational Skills:** Must be capable of maintaining structured workflows, detailed documentation, and systematic processes to ensure efficient IT operations and regulatory compliance.
- **Technical Skills:** Possess a deep knowledge of network administration, server infrastructure, critical infrastructure protection, cybersecurity laws and protocols, and enterprise-level software and systems such as Microsoft Office 365.
- **Qualifications:**
 - Bachelor's degree from an accredited college or university in computer sciences or equivalent on-the-job experience.
 - Minimum of twelve (12) years of network administration of IBM midrange system and Microsoft servers, LAN and WAN, and database concepts.

