# COUNTY OF MONO
## IT Services Division Team Lead

**Starting Salary:** $72,462 - $76,130 annually (DOE)

**Benefits:** Mono County provides generous benefits, including CalPERS retirement, medical, dental, vision and 401 deferred compensation.

**Primary Location:** Mammoth Lakes or Bridgeport, CA

## Mission of Mono County IT

*Empower our community by providing exceptional technology and customer service.*



More information about the culture and work of the Mono County IT Department can be gained from our strategic plan, available under Supporting Documents at: https://monocounty.ca.gov/it

## About Mono County

Mono County is a destination that is full of opportunity and adventure. Set on the eastern slope of California's Sierra Nevada mountain range, Mono County is a rare environment of natural contrasts: soaring granite peaks, spacious desert vistas, serene lakes and cold mountain streams, deep winter snows and sunny summer skies.
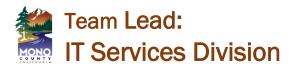


With a year-round population of roughly 14,000 spread over 3,000mi.² of geography, we are considered a Frontier County. The County seat is located in Bridgeport - situated 350 miles north of Los Angeles and 120 miles south of Reno. The Town of Mammoth Lakes is a world-class resort destination, and the only incorporated city in Mono County with a year-round population of approximately 8,000.



Our natural playground is matched with a complete range of amenities and activities making it an ideal place to establish a healthy work-life balance. The Mammoth Yosemite Airport (MMH) offers year-round direct flights to LAX, and several other destinations throughout the winter season. Additionally, most of our communities boast Gigabit broadband speeds at price points that are roughly half the national average.

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**Application Deadline**
**January 6, 2019**

**Screening Calls**
**January 8 & 9, 2019**

**Interviews**
**January 14, 2019**

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Looking for a unique opportunity where a great quality of life is matched with a high-performing team focused on implementing modern and sophisticated technology solutions?

**This might be the job for you!**

**HOW TO APPLY**
https://monocounty.ca.gov/jobs

Complete the Mono County Job Application and Supplemental Questionnaire and return all application materials via email to hr@mono.ca.gov and ngreenberg@mono.ca.gov.

County of Mono, CAO/HR
P.O. Box 696
Bridgeport, CA 93517

Tel: (760) 932-5412
Fax: (760) 932-5411

hr@mono.ca.gov
www.monocounty.ca.gov

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*Mono County is an Equal Opportunity Employer*

Team Lead:
IT Services Division

Note that this position will be filled under the job title of IT Specialist III or Business Operations Manager, depending on experience. For complete job duties and qualifications please consult actual job descriptions.

## GENERAL DESCRIPTION

This position is intended as the *Team Lead* in the Services Division of the Information Technology Department. Incumbents are responsible for the oversight and direction of a team of four (including themselves) whose focus is to deliver comprehensive end-user support and training on the core technology systems deployed at Mono County and the Town of Mammoth Lakes.

Candidates for this position are expected to possess a unique balance of the soft and hard skills necessary to manage a high-performing team of technologists. This includes managing the design, configuration, installation, and troubleshooting of desktop and laptop hardware, software, operating systems, printers and peripherals, networks, and network-attached devices. Additionally, incumbents serve as a project leader, provide support, work direction, coordination, work-queue management, and scheduling of other support staff. Excellent verbal communication and presentation skills are requisite, as is the ability to plan, effectively manage time, and organize a team around projects. May be asked to perform other work as assigned.

## EXAMPLES OF DUTIES

Perform the duties and expectations of the IT Specialist I/II position, in addition to:
- Leading a team in expertly installing, upgrading, and maintaining desktop hardware and software
- Coordinating and run daily and weekly team meetings focused on project priorities and work queue management
- Demonstrating strong business process and project management skills, including setting goals and priorities oriented around increasing efficiency and delivering business impacting projects 'on-time' and 'on-budget.'
- Distilling complex concepts and technologies into clear, concise, and accurate presentations and reports which can be effectively communicated to and understood by a general / lay audience
- Gathering requirements around the need, procurement pathway, design, configuration, and implementation of systems for various business units across the organization
- Developing effective documentation and user guides which ensure proper installation and maintenance of IT systems
- Developing, oversee, and conduct training for agency staff.
- Gathering and provide accurate budget information for implementation of new hardware and software.
- Serving as a Disaster Service Worker during certain emergency operations.
- Being service oriented, effectively represent the County's Information Technology Department, and inspire others to think creatively for the good of the County.

## APPLICATION AND EXAM PROCESS

Applicants are expected to complete a Mono County Job Application and Supplemental Questionnaire then submit them via email to hr@mono.ca.gov and ngreenberg@mono.ca.gov.

Applications will be competitively reviewed, and qualified candidates will be invited to participate in an initial screening call. Select candidates will then be invited to a formal oral interview and practical exam. Additional follow-up conversations may be scheduled as deemed necessary.

## SPECIAL REQUIREMENTS

- Satisfactory completion of a Department of Justice Background investigation.
- May be part of On-Call rotation schedule
- May work other than a normal 8:00 a.m. to 5:00 p.m. shift.
- May be required to travel for work in remote offices and locations
- Possession of a valid Driver's License.