

<b>CENTRAL APPRAISAL DISTRICT OF JOHNSON COUNTY POSITION POSTING</b>
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**Class Title:** Director of Information Technology

**Department:** Administration

**FLSA Code:** Exempt

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## **POSITION OVERVIEW**

The Central Appraisal District of Johnson County is seeking a highly capable IT Administrator to manage and support all aspects of our organization's technology environment. This is a hands-on role responsible for all IT operations, with no direct reports. This position requires strong technical expertise, clear communication skills, and the ability to independently own and maintain the organization's IT systems and infrastructure in a stable, well-established environment.

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## **KEY RESPONSIBILITIES**

### Infrastructure, Servers & Network

- Maintain and support network infrastructure (LAN/WAN, switches, firewalls, wireless)
- Administer and support physical and virtual server environments, including updates, monitoring, and backups
- Monitor system performance, uptime, and security
- Manage and maintain network switching infrastructure, including data and VoIP systems
- Coordinate with ISPs and external providers

### Microsoft 365, Identity & Email

- Administer Microsoft 365
- Manage user accounts, licensing, permissions, and security policies
- Manage domain user identity and access (Active Directory)
- Handle email setup, maintenance, and troubleshooting

### VoIP & Communications

- Administer GoToConnect VoIP platform
- Manage users, devices, and troubleshooting

### End-User Support & Devices

- Provide direct end-user IT support across the organization
- Troubleshoot and maintain PCs, laptops, printers, and scanners
- Manage hardware deployment, upgrades, and replacements

### Asset Management & Lifecycle Planning

- Maintain accurate inventory of IT equipment
- Develop and execute hardware replacement and upgrade plans
- Track warranties and lifecycle status of devices

### Vendor Management

- Submit, track, and resolve issues with vendors
- Manage relationships with IT service providers and suppliers
- Coordinate support for telecom, hardware, and software systems

#### Web & External Systems

- Maintain and update the organization's website (Wordpress)
- Manage domain registration and DNS records
- Ensure website functionality, updates, and security

#### External Communications

- Maintain systems supporting communication between internal users and external stakeholders (e.g., taxpayers, agents, clients)

#### Meetings & Audio/Recording Support

- Set up, operate, and tear down audio and recording equipment for board meetings
- Ensure reliable recording and troubleshoot issues in real time
- Maintain and manage storage of recorded meetings
- This role includes evening support for board meetings (typically once per month at 6:00 PM), with occasional additional meetings as required

#### Security & Systems Management

- Implement endpoint security, patching, and monitoring
- Maintain backups and disaster recovery processes
- Enforce IT policies and access controls

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### **QUALIFICATIONS**

- 5+ years of hands-on IT experience supporting networks and end users
- Experience administering Microsoft 365 environments
- Experience supporting server environments (physical and virtual)
- Experience with network infrastructure, including switching and VoIP systems
- Strong troubleshooting skills across hardware, software, and networking
- Ability to work independently and manage all aspects of IT operations
- Strong verbal and written communication skills, including the ability to support non-technical users
- Experience working with vendors and external service providers

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### **PREFERRED SKILLS**

- Experience with VoIP systems (GoToConnect or similar)
- Experience with endpoint management tools (e.g., Absolute)
- Familiarity with WordPress administration
- Relevant certifications (CompTIA, Microsoft, or similar)

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### **WHAT SUCCESS LOOKS LIKE**

- Reliable, responsive support for end users
- Stable and secure IT environment with minimal downtime
- Well-organized systems, inventory, and documentation
- Clear, professional communication with staff and vendors
- Proactive identification and resolution of issues

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**COMPENSATION & BENEFITS**

- Salary Range: \$83,000 – \$125,000 annually (depending on qualifications and experience)
- Participation in the Texas County & District Retirement System (TCDRS)
- Comprehensive benefits package including health, dental, and vision insurance
- Paid holidays, vacation, and sick leave

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**WORK ENVIRONMENT**

This position operates in a professional office environment and requires the ability to sit or stand for extended periods, use standard office equipment, and communicate effectively in person and electronically.

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**HOW TO APPLY**

Interested candidates should submit a resume and relevant certifications to the Central Appraisal District Johnson County at [JCAD@johnsoncad.net](mailto:JCAD@johnsoncad.net). Additional application instructions may be provided upon request.

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**EQUAL OPPORTUNITY EMPLOYER**

The Central Appraisal District of Johnson County is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or any other protected status.