

## NOTICE OF MEETING

*Public notice is hereby given that a public meeting of the Board of Directors of the St. Charles County Ambulance District will be held at the District's Offices, 2000 Salt River Road, in St. Peters, Missouri, on Thursday July 8th, 2021 at 7:00 p.m., to consider and act upon the matters on the following tentative agenda and such other matters as may be presented at the meeting and determined to be appropriate for discussion at that time.*

### 7:00 P.M. –BOARD MEETING

- I CALL TO ORDER
- II PLEDGE OF ALLEGIANCE
- III PUBLIC COMMENTS
- IV AWARDS & ANNOUNCEMENTS
  - A. Pinning Ceremony
- V CONSENT AGENDA
  - A. July 8th Agenda Approval
  - B. June 24th Approval of Meeting Minutes
- VI STAFF REPORTS
  - A. Revenue & Call Report
  - B. Community Relations Q2 Report
- VII OLD BUSINESS
  - A.
- VIII NEW BUSINESS
  - A. IT System Engineer III Job Description Revision #102-22a
  - B. Director of Technology Job Description Revision #102-52
- X ADJOURNMENT

Raymond Bauer  
Secretary of the Board of Directors

Date/Time Posted: 7.07.2021 @ 12 noon

By: 

## NOTICE OF MEETING

*Public notice is hereby given that a public meeting of the Board of Directors of the St. Charles County Ambulance District will be held at the District's Offices, 2000 Salt River Road in St. Peters, Missouri, on Thursday July 8th, 2021 at 7:00 p.m., to consider and act upon the matters on the following tentative agenda and such other matters as may be presented at the meeting and determined to be appropriate for discussion at that time.*

- I CALL TO ORDER – PUBLIC PORTION
- II MOTION TO CLOSE MEETING – PUBLIC PORTION  
Pursuant to: Attorney Client Sec.610.021(1) RSMo (1986), Personnel Section 610.021(3)
- III ADJOURNMENT - PUBLIC PORTION

Raymond Bauer  
Secretary of the Board of Directors

Date/Time Posted: 7.07.2021 @ 12 noon

By: 

**ST. CHARLES COUNTY AMBULANCE DISTRICT  
BOARD MEETING MINUTES  
THURSDAY June 24th, 2021**

**I. CALL TO ORDER**

Ronald Reguly called the meeting to order at headquarters at 7:00 p.m. In attendance were Ronald Reguly, Teresa Reynolds, Raymond Bauer, Abigail Drezek, James Cooke, Kenny Biermann

**II. PLEDGE OF ALLEGIANCE**

**III. PUBLIC COMMENTS**

Lane Bradford made public comment regarding the structure of the education program.

**IV. AWARDS AND ANNOUNCEMENTS**

**V. CONSENT AGENDA**

A. Agenda Approval

Teresa Reynolds moved to approve the agenda as presented for Thursday, June 24th, 2021. Raymond Bauer seconded, the motion carried 6 to 0.

B. Meeting Minute Approval

Teresa Reynolds moved to approve the Board minutes from Thursday, June 10th, 2021. Raymond Bauer, the motion carried 6 to 0.

C. Employee Education Incentive Program #103-22

Teresa Reynolds moved to approve the Employee Education Incentive Program #103-22 from Thursday, June 10th, 2021. Raymond Bauer, the motion carried 6 to 0.

**VI. STAFF REPORTS**

A. May Financial Report

Rick Rognan from Rognan & Associates presented the May Financial Report.

**VII. OLD BUSINESS**

**VIII. NEW BUSINESS**

A. Stop Loss Renewal

Management is requesting stop loss renewal with Marsh & McLennan which will increase our stop loss insurance premium by approximately \$3,076 a month (\$36,912 a year) with a \$85,000 claim deductible. Said increase is due to large payout of insurance premiums last year. The renewal period is effective July 1 2021 through June 30 2022.

Teresa Reynolds made the motion renew the stop loss program with Marsh & McLennan for an increased cost of approximately \$3,076 a month, Raymond Bauer seconded, the motion carried 6 to 0.

B. Workers Compensation Renewal

**ST. CHARLES COUNTY AMBULANCE DISTRICT  
BOARD MEETING MINUTES  
THURSDAY June 24th, 2021**

Management is requesting to continue the Retro Loss Sensitive Plan with Amerisure for an estimated amount of \$453,763.

Teresa Reynolds made the motion to continue the Retro Loss Sensitive Plan through Amerisure for an estimated amount of \$453,763 effective from July 1 2021 through July 1 2022, Raymond Bauer seconded, the motion carried 6 to 0.

C. Deputy Chief of Operations Job Description #102-12

Management presented revisions to Deputy Chief of Operations Job Description #102-12.

Teresa Reynold made the motion to approve the Deputy Chief of Operations Job Description #102-12 as presented, Raymond Bauer seconded, the motion carried 6 to 0.

**I. CALL TO ORDER – PUBLIC PORTION**

Ronald Reguly called to order the Public Portion. In attendance were; Teresa Reynolds, Ronald Reguly, James Cooke, Abigail Drezek, Kenny Biermann and Raymond Bauer.

**II. MOTION TO CLOSE MEETING – PUBLIC PORTION**

Teresa Reynolds made the motion to suspend public portion of the Meeting and go into Closed Session pursuant to: Attorney Client Sec.610.021(1) RSMo (1986), Raymond Bauer seconded; roll call vote was taken. Raymond Bauer-yea, Kenny Biermann-yea, Abigail Drezek-yea, James Cooke-yea, Teresa Reynolds-yea, Ronald Reguly-yea the motion carried 6 to 0.

**III. ADJOURNMENT - PUBLIC PORTION**

Teresa Reynolds moved to adjourn the Board Meeting. Raymond Bauer seconded, the motion carried 6 to 0.

*Next Regular Board Meeting  
July 8th, 2021*

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Ronald Reguly, Chair

Submitted by Tammy Dixon

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Raymond Bauer, Secretary/Treasurer

## Director of Community Relations Quarterly Status Report

### **Important Note Regarding Coordinator Position**

Community relations coordinator position was vacated on April 9, 2021. Z. Breckle left to pursue a full-time job opportunity. Rather than immediately fill the position, we're waiting until we get moved into the new campus, and hope to post the position following a mid-year budget review.

### **Community Safety Programs**

<b>Program</b>	<b>Date of Program(s)</b>	<b>Approx. Number Served in Quarter</b>	<b>Notes</b>
Child Safety Seat Installation Assistance	Ongoing	April – 46 May – 25 June – 34 TOTAL: 105	This was the first quarter of being back 'fully operational' on car seats, and our volume was consistent with pre-Covid numbers from 2019.  The dedicated garage bay for installations was a much-appreciated addition to the campus design, and has already proven helpful.
Rapid Access	Ongoing	27	Volume consistent with previous quarters.
Party with the Paramedics at Kokomo Joes	Q4	n/a	Worked with paramedics L. Cash (event co-chair) on preliminary plans for event. Will be combining boy and girl scouts into one event this year. Kokomo Joes once again a willing partner in this endeavor.

### **Public Presentations/Involvement**

<b>Date</b>	<b>Group</b>	<b>Topic</b>	<b>Approx. Attendees</b>
April 7	Fort Zumwalt East High School Health Classes	Stop Heroin (virtually, with L. Cassidy)	75
April 9	Boulevard Senior Living St. Charles	OHDNR & Resuscitation	9
April 22	Homeschool Group	Hands Only CPR and AED	23
April 28	Elite Heating & Cooling	Hands Only CPR and AED	16
April 28	Terrabis	Hands Only CPR and AED	15
May 11	Zion Church 4H Club	Hands Only CPR and AED	29
May 24	Boy Scouts	Red Card (Hands Only CPR and AED)	32
June 14	Boy Scouts	Red Card (Hands Only CPR and AED)	27
June 24	St. Peters Junior Police Academy	Hands Only CPR and AED, District Overview	36

### **Media Involvement**

<b>Publication/Station</b>	<b>Date</b>	<b>Story Solicited by SCCAD?</b>	<b>Story Synopsis</b>
KTVI	April 6	No	Reporter E. Davis called to check in and see what challenges we as an agency were facing. Talked about financial impact of Covid, and ultimately led to discussion

			on vaccination efforts that will lead us out of this. Liked what we were doing, asked to do story, turned into a positive You Paid For It feature.
Fort Zumwalt School District	April 11	No	L. Wagner requested that we appear on Zumwalt's "FORTitude" podcast to talk about EMS Education, safety programs and the progress on the consolidated campus.
Crossroads Magazine	May Edition	Yes	Cover story on SCCAD's vaccine deployment to senior living communities.
KSDK KMOV People Magazine	May 8 May 11	No	Provided update on actions taken for jogger who suffered GSW on Lewis trail.
KMOV KSDK KTVI	May 29	No	Provided update on actions taken on fatality MVA call on 364.
EMS1 EMS Connection	June 10 Summer	Yes	Feature story from K. Tihen's perspective on vaccine deployment to senior living communities.
EMS1 EMS World JEMS	June 15	Yes	Ran release on new SCCAD headquarters facility
KMOV	June 19	No	Provided update on reported water rescue during severe thunderstorm.
St. Louis Post Dispatch	June 28	Yes	In-depth feature on new campus and SCCAD extensive offering of programs for residents. Article also highlighted funding inequity among first responder agencies in the region.
KTVI	<i>Future (July)</i>	Yes	Reporter E. Davis spoke with me at length about new campus project; interviewed K. Couple on Jun. 15 and shot b-roll for story on Jun. 29. Story will air sometime in July.

## Awards

Organization	Award	Nominee	Date Applied	Received?
MEMSA	Instructor Coordinator of the Year	Rick Lane	April 20	TBD
MEMSA	Community Service Award	MIH Team	April 28	TBD
EMS World National EMS Excellence Awards	EMS Caring	SCCAD	April 29	TBD
EMS World National EMS Excellence Awards	Educator of the Year	Rick Lane	May 6	TBD
East Central EMS Region	Lifesaving Award	J. Kremer, S. Welsch, N. Dolan, Wentzville Fire	May 3	TBD
American Ambulance Association	EMS Week Featured Service	SCCAD	May 6	Selected – featured on May 16

## Community Meetings/Events Attended

Date	Agency	Meeting Type
April 6	Cottleville Weldon Spring Chamber	Board Meeting
April 8	Western St. Charles County Chamber	General Membership Meeting
April 13	Cottleville Weldon Spring Chamber	General Membership Meeting
April 16	O'Fallon Chamber	Lunch & Legislators
April 27	Cottleville Weldon Spring Chamber	Exec Meeting
April 27	O'Fallon Chamber	General Membership Meeting
April 27	Municipal League	Quarterly Meeting
May 4	Cottleville Weldon Spring Chamber	Board Meeting
May 5	Greater St. Charles County Chamber	General Membership Meeting
May 11	Cottleville Weldon Spring Chamber	General Membership Meeting
May 13	Western St. Charles County Chamber	General Membership Meeting (virtual)
May 14	Vision St. Charles County Leadership	Protégé Meeting
May 14	Cottleville Weldon Spring Chamber	Ribbon Cutting for Right at Home (home health company)
May 25	O'Fallon Chamber of Commerce	General Membership Meeting
June 1	Cottleville Weldon Spring Chamber	Board Meeting
June 4	Greater St. Charles County Chamber	Public Policy Meeting
June 7	Cottleville Weldon Spring Chamber	General Membership Meeting
June 16	Greater St. Charles Chamber	General Membership Meeting
June 17	Vision St. Charles County Leadership	Protégé Graduation
June 22	O'Fallon Chamber of Commerce	General Membership Meeting
June 29	Greater St. Charles Chamber	Gold Tournament (set up cooling tents w/ misting fans and volunteered at check-in)

## Care Facility/Home Health Discussions/Issues

Date	Facility	Issue
April 12	Garden Villas of O'Fallon	Taught Heartsaver CPR AED for staff

April 14	Garden Villas of O'Fallon	Taught Heartsaver CPR AED for staff
April 15	NHC St. Charles	S. Peimann brought forth issue that two NHC managed facilities are having getting second Covid vaccine doses for residents who got first dose. J. Hollrah working to get situation addressed.
April 15	Frontier Health and Rehab	M. O'Dea reported situation similar to NHC's – needs to get two residents vaccinated; SCCAD will add to homebound list.
April 21	Villages of St. Peters	Taught Heartsaver CPR AED for staff
April 23	Garden Villas of O'Fallon	Taught Heartsaver CPR AED for staff
April 28	Villages of St. Peters	Taught Heartsaver CPR AED for staff
May 4	Sunterra Springs of Dardenne Prairie	Swapped out Knox box cores from fire-only to mutual aid; attended networking lunch hosted by facility
May 7	Caregivers Inn	Taught Heartsaver CPR AED for staff
May 18	Cedarhurst St. Charles	Taught Heartsaver CPR AED for staff
May 28	Abbey Senior Living	Taught Heartsaver CPR AED for staff
June 2	NHC St. Charles	Taught Heartsaver CPR AED for staff
June 30	Meadowlands Assisted Living	C. Boschert and I spoke with K. Gano about recent string of [trained] staff calling for lift assists, which per policy should be billed after repeated instances. We met with them in hopes that they can remedy the issue without being financially penalized.

### Other/Ongoing Projects, Upcoming Initiatives, etc.

Project	Update
Campus & Stations	<ul style="list-style-type: none"> <li>• Attended several meetings with Navigate/Arch Images centering around logo use and artwork.</li> <li>• Worked to secure photographs from various locations around St. Charles Co. to use in community room collage and elsewhere.</li> <li>• Began making plans for different event to commemorate opening of campus (invite lists, food/beverage, tours, chamber coordination, etc.)</li> <li>• Ribbon cutting and open house set for September 9 and 11</li> </ul>
Celebrate SCCAD	<p><i>continued from Q1 2020</i></p> <ul style="list-style-type: none"> <li>• Finalized presentation and reviewed with K. Cope, D. Lewis &amp; J. McGaughey</li> <li>• Set up at Ameristar and coordinated day-of logistics at event on April 11</li> <li>• Staff feedback on food and presentation was positive; some disappointment re: canceling nightclub portion, but they did understand the rationale.</li> <li>• Working with M. Vinsand and A. Bickel at Ameristar to get 2022 event scheduled and under contract.</li> </ul>
Citizens Advisory Board	<ul style="list-style-type: none"> <li>• Sent e-update to board on April 1; focused on Covid-19 vaccination deployment to senior communities, campus facility construction update. Next in-person meeting set for September 1 at campus.</li> <li>• Sent e-update to board on June 25; focused on opening of campus.</li> </ul>



COVID-19	<ul style="list-style-type: none"> <li>• Worked with K. Tihen as needed on senior apartment vaccinations</li> </ul>
Employee Engagement	<ul style="list-style-type: none"> <li>• Obtained pricing, ordered product and coordinated pickup of taco kits from Prados to celebrate EMS Week.</li> <li>• Worked with leadership team to plan family tours and lunch, which will be held in August. Created marketing pieces for said events; will deploy after July 4 holiday.</li> <li>• Created marketing pieces for Two Plumbers engagement event scheduled for October; will begin marketing those events after Labor Day holiday.</li> </ul>
Misc. Projects	<ul style="list-style-type: none"> <li>• Assisted K. Cope with several speech/letter writing projects</li> <li>• A. Dollens requested assistance with identification of major commercial and residential developments in preparation for the Moody's Bond Rating calls in Q2. Recent presentations from cities at Chamber meetings have made this easy to assemble.</li> </ul>
Pulse Points	<ul style="list-style-type: none"> <li>• Planning for one issue in 2021 (down from two due to budget cuts); tentatively eyeing late September release to highlight opening of consolidated campus.</li> </ul>
Strategic Planning	<ul style="list-style-type: none"> <li>• Continued to update long-term care and residential housing development spreadsheets to keep deployment committee abreast of locations and rooftop counts of new neighborhoods.</li> </ul>
Website project	<ul style="list-style-type: none"> <li>• On-hold until 2022.</li> </ul>

**ST. CHARLES COUNTY AMBULANCE DISTRICT  
POLICY AND PROCEDURE MANUAL**

**CHAPTER 100** Personnel Policies & Procedures  
**SECTION .02** Job Descriptions  
**TITLE** **IT SYSTEMS ENGINEER III**  
**NUMBER** 102-22a

**DISTRIBUTION**

All personnel.

**PURPOSE**

To outline the job description, technical knowledge requirements, and minimum qualifications of the IT Systems Engineer III position.

**DESCRIPTION**

A full-time, non-exempt, hourly employee who reports directly to the Director Of Technology.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Ability to analyze, identify and resolve complex technical problems.
2. Track, prioritize, document, communicate and resolve support requests using the Districts ticketing system.
3. Critical Application Support subject matter expert (SME) for applications as necessary for specific Line of Business (LOB) applications.
4. Install, maintain, repair, upgrade and update computers, workstations and other IT equipment hardware and software as directed using best practices, standards, automation and documentation.
5. Manage and maintain user accounts, network, folder and file security.
6. Ability to operate and make good decisions independently as needed as well as function participatively as an active team member.
7. Superior communication, coordination with oral and written skill.
8. Assist in maintaining servers and network hardware, carrying out routine network maintenance tasks such as setting up, maintaining and removing user accounts where necessary.
9. Accurately document processes and procedures using the District defined system(s).
10. Identify problems with and repair voice over IP phones, printers, copiers, scanners, projectors, interactive boards, computers, laptops, mobile devices, and other technology hardware.
11. Ability to train and support end users.
12. Willing and able to work flexible hours as needed for special projects and support for critical systems; including after-hours and/or weekends as needed.
13. Capable of working very closely with a technical team to rapidly respond to and resolve complex network and application issues in a structured, analytical, and logical manner. Ability to identify root cause and recommend mitigation steps.
14. Apply sound time management principles to prioritize multiple tasks and issues to meet deadlines and satisfy service level agreements.

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15. Communicate clearly and accurately to provide status reports as required, as well as to provide instructions and advise to end users. Able to translate "tech talk" into a format that can be understood by those who are not comfortable with technical language.
16. Participate in Incident Response, Continuity Planning and Disaster Recovery activities
17. Liaise with vendors and other IT personnel for problem resolution;
18. High degree of confidentiality and professionalism, ability to interact effectively with all levels of staff, commitment to service and excellence.
19. Able to establish a high degree of trust and credibility acting as an advocate for industry best practices and security awareness.
20. Effectively present logic, reasoning, and analysis to internal and external customers.
21. Keeps other departments/users informed of developments affecting their functions.
22. Adhere to all organizational information security policies and protect all sensitive information including but not limited to ePHI and PHI in accordance with organizational policy, Federal, State, and local regulations.
23. Dedication to professional development in the IT field through continuing education, certification, and/or seminar attendance.
24. Other duties as assigned by the Director of Technology.

#### QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

##### Required Technical Expertise | Technical Knowledge:

- A. 5+ years experience troubleshooting skills in multi-user corporate or government environment with end user hardware (Desktop, Laptop, mobile devices, etc).
- B. 3+ years experience with current Microsoft Windows pro/enterprise platform in corporate or government environment.
- C. Hands-on experience in PC / laptop repair, troubleshooting, imaging, patching and deployment.
- D. 3+ years experience managing/administrating current Microsoft Windows server(s) platform in corporate or government production domain environment.
- E. 2+ year's experience managing/administering Virtual environment servers and VDI desktops.
- F. Hands-on Experience with administration and troubleshooting of Microsoft components of Active Directory, Account/group administration, Domain Name System (DNS), Dynamic Host Configuration Protocol (DHCP), Group Policy and File backup/restore operations in large environments.
- G. Hands-on experience with networking concepts such as DNS, DHCP,SSL, OSI model, and TCP/IP.
- H. Hands-on Experience in managing, administering, and supporting Microsoft O365 including user account setup, SharePoint, and Teams.
- I. Hands-on experience in managing, administering, firewall hardware; especially specific to VPN tunnels, NAT rules, logical routing, and security profiles.
- J. Familiarity with network infrastructure and design (switches, cable and patch panels, fiber, WDM fiber, 802.11 g/n/ac wireless, 802.1x authentication, PoE, VoIP, vlans, etc.

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TITLE IT SYSTEMS ENGINEER III  
NUMBER 102-22a

QUALIFICATIONS (Continued)

**Required Technical Expertise | Technical Knowledge (Continued):**

- K. Hands-on Experience with Networking systems including VPN, Network Access Control, Wireless Controllers, Firewalls/DMZ architecture.
- L. Hands-on Experience with anti-virus and malware software, as well as infection remediation.

**Preferred Technical Expertise | Technical Knowledge:**

- A. ~~\_\_\_\_\_~~
- B. Hands-on Experience in managing, administering, supporting, and deploying mobile device platforms such as iOS, and Android OS.
- C. 1+ ~~year's experience~~ with PowerShell use in production environment; PowerShell scripting experience required for maintenance, configuration, management, reporting and automation.
- D. ~~Hands-on experience managing and implementing large scale/complex technical oriented projects~~
- E. Excellent IT documentation skills following best practices including flow charts, technical guides, user guides, etc.
- F. Hands-on experience with Microsoft Azure.
- G. Working knowledge of HITRUST and/or HIPAA IT security requirements.
- H. Cybersecurity and/or IT related certifications.
- I. Experience with Fortinet and Aruba networking solutions.
- J. Experience using mobile device management (MDM) solutions.
- K. Experience with VMware environments to include Hypervisor, VMware Horizon, monitoring tools, and VM administration.
- L. Experience managing and administering Storage Area Networks (SAN) and Network Attached Storage (NAS).
- M. Experience installing, ~~configuring~~, and administering Veeam backup solution.
- N. Familiarity with SQL administration and ~~Report writing~~.
- O. Experience with Encryption management (Certificate Servers, Key Management, IPsec).

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<#>2+ years experience in physical & virtual Windows Server administrations (Windows 2012-2019); Virtual environment experience specific to VMware, vSphere, and Horizon with builds, creating new server and troubleshooting.

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Licensure / Certification:

Current industry certifications at an expert level are recommended, including:

Windows Client systems

Windows Server Infrastructure & administration.

Certifications at an advanced level are preferred for:

VMWare

Network administration

Cybersecurity

Other current or recent certifications at a Systems Engineering level may also be considered.

TITLE      **IT SYSTEMS ENGINEER III**  
NUMBER    102-22a

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions, provided that doing so does not create an undue hardship or present a direct threat to the health or safety of the employee or others.

While performing the duties of this Job, the employee is regularly required to sit, talk, hear, grasp (moving paperwork) and repetitive wrist, hand and/or finger movement (keyboard/calculator). The employee is occasionally required to stand; walk; reach with hands and arms; stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 1 pound; occasionally lift and/or move 2 - 5 pounds; and rarely lift 11- 30 pounds (for example, carrying cases of paper to basement, moving records boxes). Specific vision abilities required by this job include clarity of vision at 20 inches or less; ability to see up and down or to right or left while fixed on point, while working at computer and desk and reading spreadsheets.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions provided that doing so does not create an undue hardship or present a direct threat to the health or safety of the employee or others.

While performing the duties of this Job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Adopted by Board of Directors:  
Revised: 10/22/2020

**ST. CHARLES COUNTY AMBULANCE DISTRICT  
POLICY AND PROCEDURE MANUAL**

CHAPTER 100 Personnel Policies & Procedures  
SECTION 02 Job Descriptions  
TITLE **DIRECTOR OF TECHNOLOGY**  
NUMBER 102-52

DISTRIBUTION

All personnel.

PURPOSE

The purpose of this job is to manage the use of technology throughout the District, including Information Technology (IT) strategic direction, development, implementation, use, privacy and security.

DESCRIPTION

A full-time, exempt, salaried position who reports directly to the Assistant Chief of Administration.

QUALIFICATIONS

1. Education and Experience:

- a. BS/BA in computer science, engineering, or relevant field is ~~r~~ preferred. Consideration may be given to applicants with equivalent direct related experience in lieu of a degree.
- b. Proven experience as an IT Director or similar role with five years progressively responsible experience preferably in government or healthcare.

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2. Licenses:

- a. Valid driver's license.

3. Job Knowledge:

- a. Sound understanding of computer systems (hardware/software), networks, etc.
- b. Working knowledge and practice in [Enterprise level technology architecture and Cybersecurity](#).
- c. Experience in controlling [Information Technology](#) capital and operating budgets.
- d. Excellent organizational and leadership skills.
- e. Outstanding communication abilities.
- f. General knowledge of personnel management, supervision and employment law.
- g. Knowledgeable in [Inoformation Technology](#) systems for EMS or healthcare.
- h. [Knowledge and experience in project management](#)

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**ST. CHARLES COUNTY AMBULANCE DISTRICT  
POLICY AND PROCEDURE MANUAL**

TITLE                    **DIRECTOR OF TECHNOLOGY**  
NUMBER                102-52

QUALIFICATIONS (continued)

4. Skills – The ability to:
- a. Effectively recommend, configure, and use computer systems and applications as they relate to the District’s needs.
  - b. Delegate responsibility and achieve results through subordinates.
  - c. Listen to and integrate the ideas of others.  
  
        Maintain an effective working relationship with all levels of personnel.
  - d. Identify and resolve problems.
  - e. Utilize goal setting and benchmarking techniques.
  - f. Effectively communicate, both orally and in writing.
  - g. Effectively manage time to achieve desired results and minimize stress.

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TYPICAL DUTIES AND RESPONSIBILITIES

- 1. Oversee all technology operations and evaluating them according to established goals (e.g. network security and HIPAA).
- 2. Define and establish technology policies and systems to support the implementation of strategies aligned with IT Department Strategic Plan.
- 3. Lead Technology Advisory Committee (TAC) that will ensure IT Services align with the District Strategic Plan.
- 4. Analyze the business requirements of all departments to determine their technology needs.
- 5. Lead a team of technology professionals and manage the company’s technology operations and the implementation of new technology systems and policies.
- 6. Manage and motivate people while maintaining a solid technical background.
- 7. Create and implement technology policies and systems that will meet objectives.
- 8. Develop short-term and long-term technology plans for administration and operational requirements.
- 9. Insure technology resources are effective and functioning within the limits of budget, time and specifications of the District.

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**ST. CHARLES COUNTY AMBULANCE DISTRICT  
POLICY AND PROCEDURE MANUAL**

10. Purchase cost effective technological equipment and software.
11. Regularly inspect the use of technological equipment and software to ensure functionality and efficiency.

TITLE           **DIRECTOR OF TECHNOLOGY**  
NUMBER       102-52

TYPICAL DUTIES AND RESPONSIBILITIES (continued)

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12. Identify the need for upgrades, configurations or new systems and report to leadership.
13. Control budget and report on expenditures.
14. Supervises assigned employees.
  - a. Responsibilities include interviewing, hiring, and training employees; communicating performance expectations, productivity, and accountability; planning and assigning work; appraising performance; rewarding and recommending discipline; addressing complaints and resolving problems.
  - b. Makes recommendations to the Assistant Chief of Administration regarding the termination, advancement, promotion, and any other change in status of all employees whom the Director of Technology customarily and regularly directs.
15. Perform other duties as assigned by the Assistant Chief of Administration.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move over 25 pounds. Specific vision abilities required by this job include close vision, distance vision and color vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The employee is occasionally exposed to moving mechanical parts and fumes or airborne particles. The noise level in the work environment is usually moderate.



**ST. CHARLES COUNTY AMBULANCE DISTRICT  
POLICY AND PROCEDURE MANUAL**

Adopted by Board of Directors:

This policy/procedure supersedes any previous policy or memorandum on this topic.