

## **POSITION DESCRIPTION**

**Position Title:** Information Technology Director  
**Department:** Information Systems  
**Division:** Information Systems  
**FLSA:** Exempt  
**Retirement:** KPERs  
**Effective Date:** August 11, 2023

### **GENERAL PURPOSE**

Responsible for the overall management of the City's information technology department and provides planning for future technology needs. Performs a variety of administrative, supervisory, skilled and technical tasks in the planning, directing, implementing, managing and overseeing of the activities and operations of all IT functions within the City to include electronic data processing, information systems operations, systems analysis, networking, voice and/or data communication systems, security and disaster recovery as well as the support and maintenance of existing applications and development of new technical solutions. Responsible for network security and infrastructure, protection of City data and delivery of software and hardware support to the end users in the organization as well as budgeting for all technology infrastructure, hardware and software.

### **SUPERVISION RECEIVED**

Works under the general supervision of the City Manager. This position requires independent decision making with little review and guidance.

### **SUPERVISION EXERCISED**

Exercises supervision over all department staff either directly or through subordinate supervisors.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

(Duties listed below do not include all tasks which may be performed.)

- Manage the City's information systems; develop and implement long and short-term strategic plans, goals and objectives; develop plans for implementing changes, including order, timing and priority of system changes such as upgrades, new programs, etc.; recommend changes to current technology systems or applications in order to meet organizational needs; identify new processes and alternatives to resolve problems or improve/enhance operations.
- Plan, lead, manage and oversee the daily functions, operation and activities of the IT Department to support all information technology (IT) systems.
- Plan and control departmental staffing, development, organization, hardware acquisitions and facilities to ensure they are consistent with the business plans of the City.
- Design, specify, configure, install, maintain and obtain (either directly or through oversight of staff or contractual support) local area network hardware, software and telecommunications services such as personal computers, system software, software applications, printers, servers, routers, bridges, switches, modems, cabling and Internet and phone service providers and similar equipment essential to City-wide information technology systems.
- Assist with the overall direction, coordination and evaluation of the department.
- Must be able to maintain confidentiality with information encountered on a daily basis.
- Coordinate priorities between the IT department and user departments.
- Provide leadership, vision and supervision to the IT department, ensuring efficient utilization of resources. Ensure the integrity, security and continual functioning of mission critical operations.

- Gather, interpret, and prepare data for studies, reports and recommendations; coordinate department activities with other departments and agencies as needed.
- Select, develop, motivate and evaluate assigned personnel to effectively carry out department functions; complete formal and informal performance reviews; provide management, supervision and direction, including delegating and assigning projects and tasks to subordinates; reviews all work for compliance with established standards, policies and procedures; identify, provide and/or coordinate staff training and development; work with employees to correct deficiencies; consistently apply policies and procedures in an equitable manner; administer appropriate performance counseling and disciplinary action.
- Oversee the development, design, and implementation of new applications and changes to systems and software. Work with City departments to research, evaluate, implement and test software solutions.
- Manage and direct the design, deployment, development, monitoring, maintenance, upgrading and support of organizational IT systems to meet the City's information needs. This will include operating systems, programs, servers, PCs, software apps, telephones and peripherals.
- Coordinate or provide technical support, assistance and training to users on system related items.
- Schedule and coordinate application development and systems integration with outside service contractors. Serve as point of contact with outside vendors in the generation of RFPs, bids, contracts, agreements, leases and other major vendor interactions.
- Maintain the security, privacy, data integrity and user access of information systems, City data, communication lines, network and equipment.
- Research current security threats and issues; analyze and ensure security measures, methods and techniques are maintained and updated to provide protection through instruments to include firewalls, and intrusion prevention and detection systems.
- Conduct research, compile information and prepare reports on a variety of subjects. Recommend and prepare written policies governing information technology as needed.
- Prepare annual internal budget for all information technology expenditures used to allocate the technology cost to each department and division. Formulate, execute and review/manage budgets related to personnel, administration, capital improvements and projects.
- Develop long-term strategy in consultation with City Manager; develop programs, budget/CIP submittals, and short and long-term scheduling.
- Prepare and present policy reports relative to departmental activities at City Commission meetings.
- Oversee City cell-phone accounts and billing.

### **PERIPHERAL DUTIES**

- Stay abreast of new applications, technologies, methods, trends and innovations; maintain knowledge of developments in systems and hardware; incorporate new developments into future systems of the City.
- Develop, review and certify back-up and disaster recovery procedures and plans to ensure protection and integrity of City data.
- Perform related duties as required and deemed appropriate to accomplish assigned responsibilities and functions of the department.

### **MINIMUM QUALIFICATIONS**

#### **Education and Experience:**

- (A) Bachelor of Science in computer science, network administration, management information systems or equivalent.
- (B) At least five (5) years' progressive experience in computer operations, including network design and implementation, personal computers, equipment operations, troubleshooting principles, methodologies and issue resolution techniques, server experience, and system backup and recovery practices.

- (C) At least two (2) years' experience supervising and managing an IT department/division.
- (D) Any equivalent combination of education and experience, demonstrating increasing responsibility and management skills.
- (E) Must possess a valid State Driver's License at time of application (and maintain for duration of employment) and meet insurability standards under fleet insurance policy.
- (F) Ability to develop and interpret technical documentation for training and end-user procedures. Ability to develop systems application training programs and oversee their implementation.
- (G) Must successfully pass a background check, fingerprinting and NCIC certification required to maintain the various Public Safety systems.

**Necessary Knowledge, Skills and Abilities:**

*Knowledge of:*

- Trends in technology relating to software applications; Data processing terminology, symbols, and methodology.
- Hands-on experience with computer networks, network administration, installation and troubleshooting.
- Administrative principles and practices to include: General record keeping, budget development and administration, procurement procedures, modern office practices, etc.
- Microcomputer hardware and software; Data communications networks; Working with Android and iOS devices.

*Skills:*

- Diagnose and resolve hardware and/or software problems through analytical problem-solving thought processes.
- Critical thinking to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Effective time management, judgment and decision making.
- Operation of listed tools and equipment.
- Prepare and conduct training and informational sessions.
- Public relations and public speaking.

*Ability to:*

- Manage personnel.
- Operate information systems input devices.
- Read, write and speak English distinctly and clearly; Effectively present information verbally, and in writing, to individuals or groups; Follow oral and written instructions.
- Repair microcomputer components; Install microcomputers and related equipment; Prepare and install software packages.
- Work under stressful conditions.
- Establish and maintain effective working relationships with vendors and personnel throughout the organization and in outside agencies.

**SPECIAL REQUIREMENTS**

- (A) Ability to meet attendance requirements of position, which occasionally requires response to afterhours calls, as needed.

**DESIRABLE QUALIFICATIONS**

- (A) Three or more years of experience supervising and managing an IT department/division.
- (B) Seven or more years of experience in computer operations and network administration.
- (C) One or more years' experience working in municipal government.
- (D) Microsoft Associate Certification.
- (E) Certified Information Security/Technology Manager (CISM or CITM) Certification.
- (F) Cisco Certified Network Associate (CCNA) Certification.

## **TOOLS AND EQUIPMENT USED**

Personal computer, including word processing and spreadsheet software; mainframe computer system; 10-key calculator; tablet; VOIP and cellular phone; copy machine; and fax machine. Tools and test equipment required to test and repair computer and network equipment, peripherals, and cables.

Primary functions of this position involve work with a Windows based local area and wide area networks, Windows operating systems, personal computer hardware, Ethernet connections, and standard PC applications such as word processing, databases, desktop publishing, spreadsheets, presentations using Microsoft Office and computer aided design/drafting.

## **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.

Considerable manual dexterity with tools. Ability to work under stressful conditions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk.

The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

## **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.

The noise level in the work environment is usually quiet.

## **SELECTION GUIDELINES**

Formal application and review of qualifications, education and experiences; testing which may include: written/practical examination or other job-related tests, oral interview; final selection; reference check; background investigation; and post-offer medical examination to include a drug screen.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

## **APPROVAL AUTHORITY:**

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Department Head

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Date

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HR Director

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Date