



## **INFORMATION TECHNOLOGY DIRECTOR**

Bargaining Unit: Unrepresented Department Head

### **DEFINITION**

Under administrative direction, the Information Technology (IT) Director is responsible for the development and maintenance of a comprehensive information technology program and provides unifying leadership, strategic vision, and technical expertise in securing and supporting current and future City technologies; serves as a member of the City's executive management team, administers and manages the City's Information Technology Systems division; negotiates computer services sub-contracts, computer hardware and software purchases, manages IT Department's personnel and computer services subcontractors.

### **CLASS CHARACTERISTICS**

The Information Technology Director is a department head position which reports to the City Manager. The Information Technology Director acts with a high degree of independence of action in the assigned area of responsibility to attain objectives according to policy guidelines. The incumbent is expected to develop methods and procedures and solve problems encountered and responsible for managing citywide information technology and systems.

### **EXAMPLES OF DUTIES *(illustrative only)***

- Leads the Information Technology Department's operational and strategic planning efforts including fostering innovation, project planning and implementation, preparation and maintenance and achievement of the capital improvement plan for all City operations.
- Implements up-to-date security and privacy technologies and best practices, and use of appropriate security controls, tools, and methods
- Aligns technology with City initiatives, policy and strategic objectives.
- Directs and manages interdepartmental technology governance, planning and coordination activities to accomplish specific City-wide objectives.
- Directs and participates in the development and establishment of policies and procedures for the Information Technology.
- Supervises the information technology staff and assigned contractors; plans, directs, and reviews work; conducts performance evaluations.
- Directs and manages the deployment, monitoring, maintenance, development, upgrade and support of all information technology systems, including telecommunications, servers, PC's, network security, operating systems, hardware and software

- Conducts or directs studies; develops and reviews reports of findings, alternatives and recommendations, and makes presentations.
- Performs benchmarks, analyzes, reports on and makes recommendations for the improvement of the information technology infrastructure and systems.
- Confers with and provides technical assistance to City staff on various computer, telecommunications and other information systems matters; coordinates activities of the division with those of other departments and agencies. Works closely with other members of the City's management teams to provide coordinated and supportive approach to service delivery.
- Manages financial aspects of the Information Technology Department, including procurement, vendor and consultant contracts and service agreement development and administration, and budget preparation and monitoring.
- Manages and supports Public Safety technology systems.
- Attends and participates in meetings with representatives of governmental agencies, professional, business and community organizations and the public.
- Stays abreast of new trends and innovations in the field of information technologies.
- Other projects as assigned.

## **QUALIFICATIONS**

### Education and Experience:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, management information systems or a closely related field and seven years of progressively responsible experience managing in a multiple mainframe and personal computer systems environment, which includes managerial responsibility for design, programming, installation, maintenance and integration. Public sector experience preferred.

### Licenses and Certificates:

None.

## **KNOWLEDGE AND ABILITIES**

### Knowledge Of:

Principles, practices, methods and materials for information and telecommunications projects and activities for municipal government, including core networking, data, analytics, cybersecurity, infrastructure, cloud computing, and customer service; supervisory principles and methods, including goal setting, budget preparation and administration and employee supervision; safety practices related to the work; work planning, organization and scheduling techniques.

Ability To:

- Communicate effectively, both orally and in writing.
- Plan, organize, assign, direct, review and evaluate information systems and related computer and telecommunications technology.
- Select, train, motivate and evaluate assigned staff.
- Develop implement and interpret policies, procedures, goals, objectives and work standards; analyze problems, evaluate alternatives and make creative recommendations.
- Establish and maintain effective working relationships with those contacted in the course of the work; represent the City effectively in meetings with others.
- Make sound policy and procedural recommendations.
- Establish and maintain accurate records.