

INFORMATION TECHNOLOGY DIRECTOR

NATURE OF WORK

This is responsible administrative, technical, and advisory work with overall responsibility for the operation, direction and coordination of the City's information technologies, including data, voice communications, and telecommunications.

Work involves responsibility for planning, coordinating and supervising the work of technical personnel engaged in systems support, analysis, programming, computer operation and user support. The employee of this class is responsible for developing and implementing a plan designed to provide and maintain current information technologies required to support the operations of all city departments and divisions. The employee of this class is expected to coordinate operations and technologies with other units of government. Work involves directing the planning, development, implementation and support of the City's voice network, local/wide area network systems, software systems and applications, and other appropriate technologies required to meet the needs of city government. Work involves broad latitude for the use of initiative and independent judgement.

EXAMPLES OF WORK

(Any one position of this class may not include all duties listed, nor do listed examples include all duties which may be found in positions of this class.)

- Guides the development of a long range plan for the computing and telecommunications needs of the city;

- Establishes standards for computers, networking and telecommunications equipment, services and related items;

- Oversees the purchase, installation and support of information technologies systems and equipment, including voice, data, video, and wireless communications;

 - Manages planning, equipment, staff and budgetary expenditures of the division;

- Coordinates computer and telecommunications activities and advises management on technology matters;

- Maintains adequate records of all voice and computer equipment, cabling plans and distribution systems in all city buildings, including interconnections to other systems;

 - Manages the city's telephone systems, including long distance service;

- Assures adequate training is provided to enable all city staff to successfully utilize technology to effectively complete assigned tasks;

- Provides appropriate opportunities for the professional development of the staff of the Information Technologies Division;

- Assures satisfactory security and backup of the information stored on voice and computer systems;

- Provides support services as required for the Joint Powers Board operating the GraNet fiber optic network for the City and School District;

 - Provides direct supervision and evaluation of technical support staff;

- Stays abreast of technology improvements and innovations in information technologies affecting operations of the City;

- Fosters a widespread awareness of good computer ethics within all city departments;

 - Performs related work as required.

MINIMUM REQUIREMENTS

Graduation from an accredited college or university with a Bachelor's degree in Computer Science, Business Administration, or related field AND three years experience in the management of a communications field including computer systems and equipment. Experience in technology management fields or government service may substitute for education at a ratio of 2 to 1 (2 years experience = 1 year education).

DESIRABLE EDUCATION AND EXPERIENCE

Considerable knowledge of the operations of computer systems and equipment;
Knowledge of computer programming methods and techniques;
Knowledge of hardware configurations applicable to multi-programming computer systems;
Knowledge of software;
Knowledge of federal regulations and requirements for installation and operation of two way radio systems;
Knowledge of the operation and support of telephone systems;
Knowledge of the operation and support of two way radio systems;
Ability to recognize, analyze and solve complex problems;
Ability to supervise and train personnel;
Ability to communicate effectively verbally and in writing;
Ability to establish and maintain effective working relationships with other employees, other agencies and the public;

ESSENTIAL JOB FUNCTIONS

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

Work is performed mostly in office settings; some independent travel is required. Hand-eye coordination is necessary to operate computer equipment and various pieces of office equipment.

While performing the duties of this job, the employee is frequently required to talk or hear; sit; use hands to handle or operate office equipment or controls; reach with hands or arms.

The employee must occasionally lift and/or move up to 25 pounds. The employee must be able to read, write, and communicate in a superior manner to conduct necessary business.

The employee must be capable of reasonable judgment and possess sound reasoning skills due to the independent nature of a considerable amount of the work involved.

The noise level in the office environment is usually quiet.

The employee must possess superior interpersonal skills to deal with a diverse group of people that may include individuals, the general public, City employees, labor groups, and/or boards and commissions.

1/4/99

Minimum requirements updated 3-30-09