Job Description
Information Technology Director
Pay Grade: G14

Employment Status: Full-Time
FLSA Status: Exempt
Experience Required: Five (5) years of experience as a senior systems analyst or project leader with experience in the design, development, installation, and implementation of a major system. Directly related work experience may be substituted for the formal education requirement on a year-for-year basis up to a maximum of two years.
Minimum Education Requirements: Bachelor's Degree in Computer Science, Information Technology or a related field.
Department: Human Resources.
Direct Supervisor: HR Director
Supervisory Responsibility: Direct (3); Indirect (1)
Primary Work Location: Works inside in an office setting.
Certifications required within one (1) month of hire:
> Valid State of Florida driver's license.
> Microsoft certifications preferred.
> Criminal Justice Information System Security and Privacy: Security Role

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Job Summary: Position is responsible for overall planning, directing, budgeting, and controlling all Information Technology (IT) functions for the City including directing all IT operations to meet customer requirements as well as the support and maintenance of existing infrastructure, applications, and development of new technical solutions.

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential duties:

- Direct and oversee computer operations and ensure operational efficiency of systems.
- Select, train, evaluate, direct, and supervise the work of subordinate personnel.
- Prepare and administer the IT budget and support contracts.
- Oversee the development, design, implementation and support of new applications and changes to existing computer systems and software packages.
- Design, plan, analyze, deploy, test, and support the City's network infrastructure including servers, firewalls, routers, switches, cellular data connections, VPN connections, surveillance cameras, and network management software.
- Assist in the selection, analysis, acquisition, modification, design, and installation of computer application systems.
- Select, design, deploy, manage, and support hosted (Cloud based) software application solutions.
- Select, design, deploy, manage, test, and support of VOIP telephone system, analog telephone systems, cellular telephones, and cellular data devices.
- Provide support to user departments in the operation and processing of on-going business computer applications.
- Maintain responsibility for user liaison and project control. Provide primary link between user and computer support resources.
- Supervise the requisitioning of all computer inventory needs, hardware and software packages, and peripheral devices for the City and provides support to user departments.

- Develop short term status reports for a variety of projects.
- Develop and maintain short and long-term computerization plan for the City.
- Maintain responsibility for the development of training programs for user departments.
- Manage and oversee the cybersecurity posture of the city's network.
- Manage and oversee the city's cybersecurity awareness training program.
- Provide technical training classes to city staff on various services and applications.
- Manage and oversee the audio & video production of all city meetings.
- Manage the city's social media accounts in the absence of a public relations manager or specialist.
- Assist the public relations manager with management of the public facing website.
- Manage the department's helpdesk ticketing system.
- Manage and analyze various network and resource monitoring services.
- Gather and maintain inventory of IT equipment such as desktops, laptops, and mobile devices, as well as the parts and materials to repair these devices.
- Coordinate with vendors on large projects.
- Manage and maintain documentation of policies, procedures, and processes.
- Manage the city's intranet web site.
- Manage the city 's mobile device management environnement.
- Manage the city's door access control system.
- Perform public records requests as needed.
- Research and analyze new technology, techniques, threats, and industry best practices to optimize efficiency & usability and minimize vulnerabilities.
- Provide after-hours support as needed.
- Perform other job duties as assigned.

Knowledge, Skills, and Abilities (KSA's) for Position

An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge
- Strong knowledge of Microsoft Windows 10/11 and Server operating systems, network design & security, routers/firewalls, VoIP, etc.
- Strong knowledge of virtualization.
- Linux operating systems (Ubuntu and Debian).
- PowerShell scripting or similar.
- Microsoft SQL Database management.
- Backups and disaster recovery.
- Mid-range hardware systems, LAN's, various mid-range software, and mid-range programming languages.
- Hardware and wiring configurations.
- Data processing theory principles and practices, office automation, financial applications, and other municipal applications.
- Central Square (*formerly SunGard*) HTE financial, public safety, and community development software applications.
- Use of AS400/RPG programming language.
- City's functions, policies, and procedures.

Skills

- High sense of urgency and customer service skills
- Detail oriented with solid organizational skills
- Strong written and oral communications and relational skills.
- Strong contract and project management skills.
- Contract negotiations.
- Follow and relay complex oral and written instructions, policies and procedures.
- Operate a variety of office equipment, including computer, printer, calculator, fax, typewriter, and copier.

Abilities

- Manage small staff.
- Ability to foster teamwork and build collaborative relationships.
- Plan and direct staff activities.
- Design integrated computer system.
- Set work schedules.
- Prepare and monitor budgets.

Physical Demands

The work is light work which requires exerting up 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. The following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm
- Hearing 1: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Kneeling: Bending legs at knee to come to a rest on knee or knees.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Speaking: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- Visual Acuity 1: Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.

**This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment. The contents of this position description may be changed without notice, and employment may be terminated by either party, at will. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

Signatures / Date

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

☐ I have read and understand this job description and acknowledge that I am able to complete the essential functions of my job without accommodations.

☐ I have read and understand this job description and I would require the following reasonable accommodations to fulfill the essential functions of this job:

_____
_____
_____

_____   _____
Employee Signature   Date

_____   _____
Supervisor Signature   Date

_____   _____
Human Resources   Date