INFORMATION SYSTEMS DIRECTOR

DEFINITION

Under administrative direction, designs, plans, organizes, manages, coordinates, and direct the Town's information technology systems; oversees the work of staff and consultants performing difficult and complex technical support related to all programs and activities of the Information Systems Division, including the installation, maintenance, and upgrade of the local area network, required hardware and software, infrastructure, personal computers, and communications systems and facilities; administers short and long-range planning activities; manages the effective use of division resources to improve organizational productivity and customer service; provides complex and responsible support to the Town Manager, management and the organization in areas of expertise; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Town Manager. Exercises direct and general supervision over technical staff.

CLASS CHARACTERISTICS

This is a department director classification that manages all information systems and technology activities in the Information Systems Division. The incumbent organizes and oversees day-to-day computer hardware, software, networks, and other information and communications systems operations and maintenance. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Town Manager in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work with that of other departments and outside agencies.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

➢ Evaluates and recommends overall Town information technology needs; makes recommendations regarding system and procedure development, based on Town's long-range information needs.
➢ Recommends Town-wide information systems priorities and standard operating procedures.
➢ Plans, manages, and oversees the daily functions, operations, and activities of the Information Technology Division, including the installation, maintenance, and upgrade of the local area network, required hardware and software, infrastructure, personal computers, and communications systems.
➢ Participates in the development and implementation of goals, objectives, policies, and priorities for the department; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
➢ Participates in the development, administration, and oversight of division budgets.
➢ Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative, and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to Town Manager.

➢ Identifies, coordinates, and provides information technology training assistance and recommendation to all departments.

➢ Manages and participates in the administration and maintenance of the Town's information technology infrastructure; evaluates, selects, and recommends Town-wide computer purchases; develops long-term information systems strategies to plan for and control network upgrades and growth; evaluates and recommends new technologies; and encourages innovation among technical staff in the utilization and implementation of ideas and techniques.

➢ Manage special projects as assigned; participates in deliberations to address Town operational issues as they relate to information technology, and in the development of management recommendations for consideration by Town Manager and Town Council.

➢ Negotiates and administers contracts with private vendors to provide Town services within procurement policies and municipal code.

➢ Resolves computer system related problems as they occur; provides direction and technical supervision to internal staff and external consultants whose work involves network systems related tasks and work methods.

➢ Identifies and proposes network services projects appropriate for contract delivery; negotiates service contracts and computer hardware pricing with vendors; oversees contract preparation and completion of work.

➢ Provides high-quality internal customer service and performs technical support, installation, maintenance, and repair of computers and other information systems equipment.

➢ Prepares and presents staff reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.

➢ Attends and participates in professional group meetings; stays abreast of new trends and innovations in information technology; research emerging products and enhancements and their applicability to Town needs.

➢ Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.

➢ Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.

➢ Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

➢ Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.

➢ Information technology systems, database management, policies and procedures, including computer networks, personal computers, telecommunications, copiers, and other electronic office automation systems.

➢ Hardware and software characteristics of various computer systems and a general understanding of system features and their integration capabilities.

➢ Systems design and development process, including requirements analysis, feasibility studies, software design, programming, beta testing, installation, evaluation, and operational management.

➢ Principles and practices of budget development and administration.

➢ Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.

➢ Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to municipal information technology operations.

➢ Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.

➢ Principles and practices of contract administration and evaluation.

- ➢ Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- ➢ Record keeping principles and procedures.
- ➢ Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town staff.
- ➢ The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- ➢ Modern equipment and communication tools used for business functions and program, project, and task coordination.
- ➢ Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- ➢ Provide administrative, management, and professional leadership for the Information Technology Division programs.
- ➢ Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- ➢ Organize, manage, implement, and maintain efficient and effective automated systems to ensure the reliability and integrity of the computer infrastructure.
- ➢ Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- ➢ Manage and monitor complex projects, on-time, and within budget.
- ➢ Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- ➢ Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- ➢ Research, analyze, and evaluate new service delivery methods, procedures, and techniques; develop improvements in operations, procedures, policies, or methods.
- ➢ Analyze, interpret, summarize, and present technical information and data in an effective manner.
- ➢ Establish and maintain a variety of filing, record-keeping, and tracking systems.
- ➢ Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- ➢ Effectively represent the department and the Town in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- ➢ Learn and understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- ➢ Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- ➢ Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- ➢ Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- ➢ Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- ➢ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a bachelor's degree with major coursework in computer science, management information technology, or a related field and five (5) years of experience in the development and administration of computer systems, telecommunication systems, and local area networks, including two (2) years of supervisory experience.

Licenses and Certifications:

➢ Possession of a valid California Class C Driver's License and a good driving record, at the time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Town and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.