

## **CITY OF DURANT JOB DESCRIPTION**

Title:	<b>IT Director</b>	FLSA Status: Non-exempt
Department:	Information Technology	Pay Grade: 11
Reports To:	City Manager	

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### **POSITION SUMMARY**

This position is responsible for the overall administrative oversight, visioning, leadership, planning, coordinating and control of the development of technical strategy for the present and future management of the City's information technology needs. Manages and directs the operations of the department, including policy development, budgeting, procurement of technology assets and services, and serves as staff advisor to the City Manager and City Council on information technology matters.

### **ESSENTIAL FUNCTIONS**

*The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. To perform this job successfully, an individual must be able to perform each duty satisfactorily. Other duties may be required and assigned.*

1. Responsible for fostering a culture of innovation; provides technology leadership in the delivery of superior services to City residents and businesses.
2. Serves as the chief advisor on information technology, including new hardware, Citywide software applications, and security matters.
3. Participates in the interview and selection process of new employees. Provides training and instructions. Assigns tasks, manages Help Desk, reviews work and prepares performance evaluations. Recommends employee transfers, promotions, disciplinary action, and discharge.
4. Directs work and manages staff of the department; monitors and evaluates on-going performance of staff members; addresses day-to-day issues and questions; assesses and provides for training needs; initiates employee recognition, promotion, disciplinary action, and discharge processes as necessary and appropriate.
5. Provides leadership and management to all assigned staff. Supervises the work of and monitors and evaluates on-going performance staff members; addresses day-to-day; assesses and makes recommendations of training needs.
6. Defines and implements the goals and objectives for department operations; guides staff through changes in laws, processes, services or programs.
7. Develops, recommends, and implements annual departmental budget; forecasts necessary funding for staff, equipment, material and supplies. Monitors budget throughout the year.
8. Identifies short and long-range equipment investments to maintain service levels; researches and analyzes technology needs, trends and resources and makes recommendations.
9. Prepares requests for proposals and bid specifications for information technologies solutions; review and purchase technical equipment and related items.

10. Prepares and recommends the information technology capital budget, develops annual and multi-year work plans and strategies to meet business needs; develops and directs the implementation of goals, objectives, policies, procedures and work standards to ensure success.
11. Provides project management oversight and organizational information technology leadership through consultation and partnership.
12. Manages the security and reliability of IT systems. Decisions made include methods for securing systems and what type of equipment/software are required to assure optimum reliability and security.
13. Designs and implements complex new IT systems and technology. Decisions include determining the combination of technology that will most effectively deliver the solution desired.  
Recommends suggested course of action.
14. Monitors the health and security of IT systems. Recommends changes or enhancements.
15. Ensures data security compliance with Federal, State and local laws, regulations and ordinances.
16. Ensures implementation of rulings, legislation, statutes, city and department policies and procedures.
17. Represents the City/department in meetings with vendors, elected officials and other departments to plan and develop technology solutions and to resolve escalated issues.
18. Works with staff to develop project plans for large scale technology projects that impact multiple disciplines.
19. Reports as needed to the City Manager and City Council on operations and services.
20. Researches, recommends, develops and implements policy and procedures for program effectiveness.
21. Other duties as assigned.

#### **KNOWLEDGE SKILLS AND ABILITIES**

1. Extensive knowledge of principles, practices, procedures, and methodologies of Information Systems analysis, design, operation, and maintenance.
2. Maintains current functional knowledge of ERP systems and other specialized software applications in use by the City in relation to operational needs.
3. Knowledge of the developments and trends in the field.
4. Knowledge of the City's and Department's operating requirements, policies, procedures, and practices; and local, state, and federal regulations related to department programs and operations.
5. Knowledge of principles and practices of budgeting, fiscal management, project management principles and techniques.
6. Ability to effectively utilize the principles of strategic and long and short-range planning.
7. Skill in analyzing complex administrative information and issues, defining problems and evaluating alternatives and recommending methods, procedures and techniques for resolution of issues.
8. Ability to research and analyze detailed information and make appropriate recommendations.
9. Ability to develop department goals and objectives.
10. Ability to plan, develop, implement, and evaluate projects and programs.
11. Ability to develop, interpret and implement regulations, policies, procedures, written instructions, general correspondence, and other department specific documents.
12. Ability to prepare, recommend and monitor an operating budget, including line item budgeting.
13. Knowledge of administrative policies and procedures of the City.
14. Ability to establish and maintain accurate records of assigned activities and operations.

15. Ability to interpret and implement local policies and procedures; written instructions, general correspondence; Federal, State, and local regulations.
16. Skill in organizational and time management to prioritize duties to accomplish a high volume of work product while adapting to constant changes in priority.
17. Ability to perform detailed work accurately and independently in compliance with stringent time limits with minimal direction and supervision.
18. Ability to think quickly, maintain self-control, and adapt to stressful situations.
19. Knowledge of management and supervisory practices & principles, including the ability to make final employment recommendations, preparing performance evaluations, managing time off, and maintaining personnel records.
20. Ability to adapt and take control of situations, dictating subordinate activities in a responsible manner.
21. Ability to instruct and train in methods and procedures.
22. Ability to organize, assign, and modify the work assignment of others, and (re)-establish priorities to meet deadlines.
23. Knowledge of current office practices and procedures and knowledge of the operation of standard office equipment and software.
24. Knowledge of computer software including word processing, spreadsheet and database applications consistent for this position.
25. Ability to perform mathematical calculations required of this position.
26. Ability to communicate clearly, concisely and effectively in English in both written and verbal form.
27. Skill in researching and understanding complex written materials.
28. Ability to prepare and maintain accurate and concise records and reports.
29. Ability to apply sound judgment and discretion in performing duties, resolving problems and interpreting policies and regulations.
30. Ability to communicate detailed and often sensitive information effectively and concisely, both orally and in writing.
31. Ability to handle sensitive interpersonal situations calmly and tactfully.
32. Ability to maintain professionalism at all times.
33. Ability to maintain effective working relationships with individuals within and outside the organization.
34. Ability to maintain confidentiality and discretion regarding business-related files, reports and conversations, within the provision of the Open Records Act and other applicable State and Federal statutes and regulations.
35. Ability to work the allocated hours of the position and respond after hours as needed.

#### **PHYSICAL AND WORK ENVIRONMENT**

*The physical and work environment characteristics described in this description 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 or as otherwise required by law. Employees needing reasonable accommodation should discuss the request with the employee's supervisor.*

- This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, frequently requires standing, speaking or hearing, using hands to finger, handle or feel

and repetitive motions and occasionally requires walking, stooping, kneeling, crouching or crawling and reaching with hands and arms.

- Work has standard vision requirements.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Work requires preparing and analyzing written or computer data and observing general surroundings and activities.
- Work has no exposure to adverse environmental conditions.
- Work is generally in a moderately noisy office setting (e.g. business office, light traffic).

#### **MINIMUM REQUIRED QUALIFICATIONS**

- Bachelor's degree from an accredited college or university with a major in Computer Science, Computer Information Systems or a related field and five (5) years of progressively responsible experience in information technology and administration.
- Two years supervisory experience.

#### **PREFERRED QUALIFICATIONS**

- Information systems, systems security, enterprise management or related professional certification.
- Experience with enterprise resource planning (ERP) systems.

#### **OTHER REQUIREMENTS**

- Must pass background and criminal history checks.

*Nothing in this job description limits management's right to assign or reassign duties and responsibilities to this job at any time. 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 job 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.*