

CLASS TITLE: Director of Information Technology

DEPARTMENT: Information Technology/Center for Excellence (IT/CFE)

CLASSIFICATION and SALARY GRADE: Exempt – Executive Service, Grade Q

DEFINITION: Under general direction leads the Information Technology Department by organizing, directing and administering City-wide information, technology, infrastructure and staff; ensures 24 hours/day, 7 days/week, 365(6) days/year, operation of City-wide information systems resources and technology; performs related work as assigned.

EXAMPLES OF DUTIES: Operates and supervises all City information, subsystems, networks, etc.; operates and supervises department activities and employees including: setting objectives and strategies for the IT/CFE Department, selecting and implementing suitable technology solutions to streamline all internal operations and the coaching/developing and selecting of all IT/CFE professionals; ensures the analysis, design, development, implementation and maintenance of new systems/programs to existing systems/programs to meet user needs (such as HTE, GIS, Web, intranet, etc.); directs the planning and implementation of systems which support organizational operations to improve efficiency, effectiveness, and service quality; establishes and maintains guidelines for acquisition of system hardware and software; ensures data interoperability between enterprise systems, define data standards, database design; develops department and technology budgets, allocates resources, prioritizes and manages projects; approves purchases of technical equipment and software and establishes partnerships with IT providers; develops and maintains emergency government operations, backups, redundant systems and disaster recovery procedures; provides technical support and expertise to all City departments and divisions, on all aspects of information services support to include short and long range solutions including: implementing technology solutions or platforms to improve the customer experience, monitoring changes or advancements in technology to discover ways the City can achieve its strategic plan; develops, maintains and oversees compliance with contracted services and vendors; develops policies and procedures to comply with all federal and state laws and regulations; develops and maintains documentation for all City systems; provides staff support to the IT Steering Committee, Common Council and their Committees, attend as required; coordinate City technology efforts with those of other cities, counties and outside agencies and organizations.

The Director of Information Technology recommends changes in procedures and processes to improve efficiency; supports initiatives such as strategic planning, LEAN and innovation; maintains prompt, predictable, and regular physical attendance; provides truthful and accurate written and verbal communications; maintains the ability to competently and credibly testify in court; maintains the ability to lawfully operate a designated motor vehicle at all times that duties are performed; maintains ability to travel throughout and enter all different properties in the jurisdiction; performs other duties as assigned.

QUALIFICATIONS:

The Director of Information Technology must be accessible by phone and/or to report to the worksite outside of regular office hours, including, but not limited to, nights, weekends, holidays, and odd hours when require such duty and possess the emotional intelligence, work ethic, accountability and initiative to effectively perform the duties of this position.

Education, Training and Experience:

Bachelor's Degree in Computer Science, Business Information Systems, Information Technology or a related field from an accredited college; *Masters Degree in Computer Science or Business Administration preferred.*

7-10 years of recent work experience in the management, development and implementation of automated information systems and technology.

3-5 years of project management experience including two (2) years at the supervisory level.

Education, Training and Experience continued:

Lean, six sigma or continuous improvement experience required.

Experience providing critical support in a 24/7 environment along with working in a political environment is desirable.

Competent in MS Office, MS ACCESS, MS SQL, MS Project, MS Visio, BP Logix (Business Process Management System), Visual Studio and other various computer programs.

Completion of the National Incident Management System's (NIMS) ICS-100, 200 & 300, IS 700 & 800 within 6 months of employment.

Licenses and Certifications:

Possession of a valid Wisconsin Driver's License and acceptable driving record per City Policy.

Lean or Six Sigma Certification within 3 years of employment.

Project Management Certification within 3 years of employment.

Knowledge, Skills and Abilities:

Thorough knowledge and skill in administration, design and implementation of system architecture, services, design and support, including, but not limited to servers, databases, computers (desktops, laptops, tablets), data and fiber, security cameras, door access controls, phone and radio systems, networks, G.I.S., internet/intranet, Web and associated hardware/software; comprehensive knowledge of technology services, systems and designs; thorough knowledge and ability to perform general management functions relating to planning, budgeting and leading an Information Technology Department; possess knowledge of organizational sensitivity regarding complex relationships with other City Departments and external organizations; ability to communicate difficult, complex technical information in an understandable concise manner to a wide range of internal and external customers; skilled in developing strategies to mitigate complex technological issues; ability to train, educate, mentor and motivate employees; skilled in fostering an environment where all staff look to improve and streamline current practices; ability to adapt to a continually evolving environment, supporting a data-driven and deadline-oriented workplace; ability to delegate work effectively, monitors employee output and tactfully address performance issues; ability to set, implement and achieve departmental goals consistent with the City's Strategic Plan and Goals; ability to work well under pressure, meet deadlines regularly, manage multiple assignments and shift priorities, responding with a sense of urgency when issues emerge requiring immediate attention; skilled in setting priorities and using organization and problem-solving skills which support and enable sound decision-making; commitment to on-going professional development and continuous learning; high ethical standards; ability to maintain the confidentiality of records; ability to establish and maintain effective working relationships with a diverse population of people with varied academic, cultural and socio-economic backgrounds using tact, diplomacy and courtesy, including, but not limited to, supervisors, coworkers and the public; demonstrated ability to promote innovation, operational excellence and continuous improvement.

Physical Demands:

Possess the physical capacity to perform the duties of the position including, but not limited to, frequent sitting; frequent pushing, pulling, lifting, or carrying up to 20 lbs.; occasional lifting up to 50 lbs.; occasional standing and walking; occasional entering and exiting of a personal vehicle; continuous arching of neck; ability to continuously bend, kneel, twist, stoop, squat, reach, push, pull, climb, etc.; occasional driving in variable and unfavorable weather conditions; ability to operate small hand tools such as a screwdriver or pliers; the ability to continuously focus for long periods of time on projects or while working on computers; ability to operate and work from ladders. Ability to work from mobile scaffolds (ladder jacks), scissor lifts, and aerial lifts is desirable.

Reference Chart
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Continuous	67 – 100% of workday
Frequent	34 – 66% of workday
Occasionally	1 - 33% of workday

Ability to recognize and identify degrees of similarities or differences between characteristics of colors, forms, sounds, and textures associated with job-related objects, materials, and tasks.

Ability to withstand exposure to variable and unfavorable weather and working conditions including, but not limited to, temperature variations and extremes, odors, toxic agents, noise, vibrations, electrical current, rodents, insects, vehicular traffic, dust, and other hazards of the trade. The employee is required to react appropriately when hazards are identified.

This description has been prepared to assist in defining job responsibilities, physical demands, and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. The City retains and reserves any or all rights to change, modify, amend, add to or delete from, any section of this document as it deems, in its judgment, to be proper.

I understand this position description may be changed, modified, and/or amended at any time throughout the duration of my employment.

CITY OF WEST ALLIS

Revised 6/2017

Approved _____
Department Head

Date

Approved _____
Employee

Date