

**CLASS TITLE:** Director of Information Technology/Communications (IT/C)

**DEPARTMENT:** information Technology/Center for Excellence (IT/CFE)

**CLASSIFICATION and SALARY GRADE:** Exempt, 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; maintains and operates mainframe computer; maintains and develops City-wide routers and firewalls; 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; designs, implements and maintains City-wide computer network security; 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; 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 organization.

The Director of Information Technology/Communications 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; performs other duties as assigned.

**QUALIFICATIONS:**

The Director of Information Technology/Communications 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 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.

Lean, six sigma or continuous improvement experience required.

Experienced working in a political environment desired; experienced providing critical support in a 24/7 environment.

Proficient in MS Office, MS ACCESS, MS SQL, MS Project, MS Visio, MP 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

#### Licenses and Certifications

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

Lean or Six Sigma Certification within 6 months of employment.

Project Management Certification within 6 months of employment.

#### Knowledge, Skills and Abilities:

Considerable 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; 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; skill 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; skill 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:

**ACTIVITY FREQUENCIES**

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 position 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