City of Hermiston, Oregon
Position Description

Job Title: Information Technology Director   **Department:** Information Technology

General Statement of Responsibilities

The IT Director is responsible for overseeing the operation of the Information Technology department. Plans, organizes, oversees, coordinates, and reviews the work of staff performing difficult and complex professional, technical, and administrative support related to all programs and activities of the department including the installation, maintenance, and upgrade of networks, required hardware and software, infrastructure, and communications systems and facilities. Coordinates the provision of technical support and assistance on all information system related topics for all City users; administers short- and long-range planning activities; manages the effective use of the department's resources to improve organizational productivity; assists in coordinating assigned activities with other City departments and outside agencies. Evaluates City and departmental needs and requirements, and ensures delivery of services. Establishes Technology strategy and recommends and implements technological growth to meet the City's business needs.

Supervision Received

Works under the direction of the City Manager who assigns work in terms of major projects or objectives and holds the incumbent responsible for results attained.

Supervision Exercised

Direct supervision of IT staff, including support personnel.

Examples of Duties - Essential Functions

1. Supports and Maintains City computers, server infrastructure, storage, networks, radios, wireless, broadband, video, audio, website-email and other communication systems.

2. Plans, manages, and oversees the daily functions, operations, and activities of the division including prioritizing and developing work plans, evaluating staff performance, monitoring progress on projects, interpreting policies and procedures, establishing standards, and providing training and development for staff.

3. Administers overall network operations including security, data file and applications software control, backup, user access, upgrades and performance monitoring.

4. Manages computer technological growth to meet needs of all City departments.

5. Provides office automation support to staff and conduct technology planning services and make recommendations.

6. Develops and maintains City virus protection program.

7. Troubleshoots network hardware and software problems.

8. Provides professional, technical guidance on information system needs and capabilities to assist all departments.

9. Oversees installation of any new software and hardware.

10. Coordinates all technology purchases.

11. Provides technical interface with computer product vendors and contractors.

12. Monitors and maintains the integrity of operation of networks.

13. Develops disaster/emergency recovery procedures for technology systems.

14. Develops and manages Information department budget.

15. Ability to drive to and from job sites

16. Other related duties as assigned.

Screening Criteria

Education and Experience:

- Bachelor's degree in information technology or related field; AND at least four (4) years directly applicable experience; OR Associate's degree in information technology or related field and five (5) years of IT experience;
- Eight (8) years of progressively responsible experience managing and implementing technological solutions for an organization, including demonstrated experience managing wide and local area networks and demonstrated experience managing staff and implementing information systems projects.

- Any other satisfactory equivalent combination of education, experience and training which insures the ability to perform the work may substitute for the above.

Special Requirements/Licenses:
- A valid Oregon driver's license and proof of an acceptable driving record are required
- Microsoft Certified Systems Engineer (MCSE), or other equivalent Microsoft certifications are preferred
- Cisco Certified Network Associate (CCNA) certification is preferred

- Knowledge of: Considerable knowledge in all areas of technology management applications relating to municipal government entities. Considerable knowledge of recommended computer and server hardware, software and peripheral equipment. Considerable knowledge of Server and Network infrastructure. Thorough knowledge of computer operations and technologies; information systems practices and techniques; hardware and software and peripheral products evaluation. Knowledge of department policies and procedures including purchasing policies Extensive knowledge in correcting system failures, and organize and direct resolutions to incidents and system outages. Strong knowledge of industry standard computer and networked system security procedures including application data privacy; of system and software quality assurance best practices and methodologies. Excellent written and oral communication skills, listening, and interpersonal skills. Strong customer-service orientation with the ability to communicate ideas in both technical and user-friendly language. Highly self-motivated and directed and able to pay keen attention to detail.

This description covers the most significant essential and auxiliary duties performed by the position for illustration purposes, but does not include other occasional work, which may be similar, related to, or a logical assignment for the position. This job description does NOT constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change.

<u>Skills:</u> Project management skills, including planning deliverables, resources, and timelines. Strong organizational skills, including effectively working with different vendors, departments, outside entities, and managing simultaneous and competing responsibilities. Direct, hands-on experience with automated software management tools.

- <u>Ability to:</u> Work independently and prioritize work to meet the needs of the City; Ability to make on the spot decisions while assessing risk, and the ability to proceed without much direction. Work effectively with technical personnel and communicate clearly with users with limited computer background; make recommendations within established policy and use initiative: communicate effectively in written and oral form; Ability to obtain and analyze information for practical solutions; to perform multiple tasks and organize time effectively; work in a cooperative manner with other employees, other agencies, professionals, vendors and the public. Provide prompt and reliable service. Respond to phone/email as soon as possible, with possible after hour's response; Ability to work effectively with technical personnel and communicate clearly with users with limited computer background; communicate technical information to non-technical system users.

Physical Demands of Position: *The physical demands listed below represent those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential functions.*

Manual dexterity and coordination are required for over half of the daily work period (about 80%) which is spent sitting while operating office equipment such as computers, keyboards, telephones, and driving; and while moving equipment and office supplies. While performing the duties of this position, the employee is frequently required to stand, walk, reach, bend, kneel, stoop, twist, crouch, climb, balance, see, talk, hear, and manipulate objects. The position requires some mobility including the ability to lift and/or move materials under 5 lbs. frequently, 5-60 lbs. rarely. This position requires both verbal and written communication abilities.

Working Conditions: *The work environment characteristics described here 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.*

While performing the duties of this position, the employee is primarily working indoors in an office environment. Occasionally subject to driving conditions. The noise level in the work environment is usually moderate and lighting is adequate. Employee may be required to work outside of normal work hours such as evenings, early mornings, and/or weekends. Requires travel, to and from job sites within local region, and travel occasionally from two to seven days in duration, for conferences and trainings.

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