

JOB DESCRIPTION

JOB TITLE: Director of Information Technology

JOB NO: EX024221

JOB FAMILY: Executive

FLSA: Exempt

SAFETY SENSITIVE: No

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

GENERAL SUMMARY

To plan, administer and manage the activities and operations related to Information Technology Department and to coordinate information technology activities with other divisions, departments and outside agencies.

SUPERVISION

General supervision is provided by the Deputy City Manager. Responsible for the direct supervision of Network Administrator, Senior Programmer Analyst, Senior PC Support Analyst, GIS Coordinator, Website and Systems Developer, Data Coordination Analyst, and Electronics and Telecom Technician.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. All behaviors comply with the Code of Conduct and Rules of Behavior outlined in chapter 8 of the General Government Policies and Procedures Manual.
2. Develop, plan and implement goals and objectives for each major function; recommend and administer policies and procedures.
3. Direct, oversee and participate in the development of the Department's work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.
4. Supervise and participate in the development and administration of the budget process; direct the forecast of funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement midyear adjustments.
5. Serve as a liaison for the Information Technology Department with other City departments, divisions and outside agencies including programming contractors and consultants. Participate in the analysis and evaluation of existing computer systems.
6. Select, train, motivate and evaluate personnel; provide or coordinate staff training; evaluate employee performance; work with employees to correct deficiencies; implement disciplinary procedures. Provide timely, accurate feedback and thorough Performance Reviews for supervised employees.
7. Direct the evaluation, selection and administration of outside contracts.
8. Assume management responsibility for all services and activities of the Information Technology Department.
9. Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; assess and monitor work load, administrative and support systems, and internal reporting relationships; identify opportunities for improvement and review with the Deputy City Manager; implement improvements.

10. Assist in developing daily, weekly, monthly and yearly work schedules including the need for overtime for department staff.
11. Maintain a current awareness of developments in computer hardware and software. Develop specifications and evaluate bid responses for the City's purchase of personal computers and other needs.

OTHER DUTIES AND RESPONSIBILITIES

1. Evaluate staff training needs; schedule in-house and external training as necessary; evaluate and analyze feedback from staff meetings and individual staff.
2. Compose and review a variety of correspondence, reports and documents as assigned; respond to and resolve difficult and sensitive citizen and external business and governmental agency inquiries and complaints.
3. Attend training as required by management.
4. Perform other duties as assigned.

MINIMUM JOB REQUIREMENTS

EDUCATION

Bachelor's degree from an accredited college or university with major coursework in computer science or Associate's degree plus 10 years of experience in the Information Technology field.

EXPERIENCE

Five years of increasingly responsible experience in computer programming, analysis or design experience including one year of administrative and supervisory responsibility.

LICENSES AND CERTIFICATES

Possession of a valid Class C Texas Driver's License

COMPETENCIES

A supervisor's performance will be evaluated based on five employee competencies and five supervisor competencies.

The five employee competencies are:

- 1) Job knowledge;
- 2) Teamwork;
- 3) Customer Service;
- 4) Flexibility;
- 5) Work Ethic

The five supervisor competencies are:

- 1) Leadership & Results Orientation;
- 2) Coaching, Mentoring and Developing Employees;
- 3) Communications and Maintaining an Open Mind;
- 4) Vision & Innovation; and
- 5) Empathy.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Principles and practices of supervision, training and personnel management.

Pertinent federal, state and local laws, codes and regulations.

Operational characteristics, services, development and production of a data processing programmer.

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Modern and complex principles and practices of program development and administration.

Principles and practices of municipal budget preparation, administration, finance and fiscal planning.

Computer science theory, principles, practices and their application to a wide variety of programming and computer operations services.

Operating principles and practices of data processing equipment and peripherals.

Programming languages and software.

Skill in:

Analysis and design techniques for computerized programming systems.

Preparing work plans and time estimates for projects and proposed systems.

Developing and recommending cost effective technical system improvements.

Accurate evaluation and analysis of hardware and software.

Ability to:

Supervise, train and evaluate assigned staff.

Organize, direct and implement a comprehensive computer programming system.

Interpret and apply pertinent federal, state and local laws, codes and regulations.

Prepare and administer a budget.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Coordinate, direct and supervise systems analysis, design and programming.

Develop RFPs for technical procurements.

Assist City staff in the development of technical RFPs.

Assist other City staff in identifying computer needs.

Assist City staff in procuring technical equipment.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Communicate clearly and concisely, both orally and in writing.

Manage, direct and coordinate the work of designated department staff.

Recommend and implement goals, objectives and practices for providing effective and efficient data processing services.

Pass a medical physical examination.

Meet the City's driving standards.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

Maintain effective audio-visual discrimination and perception needed for:

- *making observations*
- *reading and writing*
- *communicating with others*
- *operating assigned equipment.*

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *sitting for extended periods of time*
- *bending, stooping and twisting frequently.*

Director of Human Resources

Date

Deputy City Manager

Date

ISSUE DATE: May 2008