

## CITY OF MADERA

### DIRECTOR OF INFORMATION TECHNOLOGY

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

#### DEFINITION

Under administrative direction, plans, manages, oversees and directs the Information Technology department of the City; provides leadership and management to ensure effective utilization of automated systems in support of improving and maximizing services and operations through the City; coordinates activities with other City officials, departments, outside agencies and organizations; provides responsible and complex staff support to the City Council and City Manager; performs other related duties as required.

#### DISTINGUISHING CHARACTERISTICS

The **Director of Information Technology** is a department head level class responsible for the overall administration and operation of the Information Technology Department. The incumbent is responsible for the administration of information systems for the City and coordinating information technology projects and initiatives with other divisions, departments, and outside agencies. Additionally, the incumbent is responsible for ensuring cohesive technology integration across City systems to the extent possible.

#### SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the City Manager. Exercises direct supervision of professional, technical, and contracted and/or consulting services.

#### ESSENTIAL FUNCTIONS *(include but are not limited to the following)*

- Accepts full responsibility for all Information Technology Department activities and services including activities associated with city-wide information services and all systems relating to computers and telecommunication, including design, selection, and/or implementation. Works collaboratively with all City departments to provide necessary Information Technology services in support of customer service.
- Develops, implements and maintains departmental goals, objectives, policies, and priorities for appropriate service areas; ensures that established goals and priorities are achieved. Ensures department processes, procedures, and policies are documented.
- Establishes and maintains City telecommunications and radio infrastructure, including space management on City-owned towers. Negotiates, oversees, and maintains site lease agreements for antenna space on City infrastructure.

- Plans, directs and coordinates the department's work plan through appropriate department staff; assigns work activities and responsibilities to appropriate department personnel; reviews and evaluates work methods and procedures; identifies and resolves problems and/or issues.
- Reviews and evaluates service delivery methods and systems including administrative and support systems and internal relationships; identifies opportunities for improvement and implements changes to standard operating procedures to enhance services.
- Oversees the selection, training and evaluation programs for all department personnel and program contractors; provides or coordinates staff training; identifies and resolves staff deficiencies; executes discipline and/or termination procedures.
- Prepares, manages and coordinates the development of the department budget; prepares forecasts of necessary funds for staffing, materials and supplies; presents, justifies and defends programs, operations and activities; monitors and approves expenditures; discusses and resolves budget issues with appropriate staff; implements adjustments as necessary. Develops internal service expenditure allocation schedules and asset replacement schedules in support of sound fiscal principles.
- Coordinates and oversees the City's primary Enterprise Resource Program (ERP) software user access and module integration. Acts as a resource for successful integration of new modules or software systems into the primary ERP.
- Prepares proposed resolutions and ordinances; prepares correspondence, reports and recommendations for the City Manager.
- Serves as a resource for Information Technology staff, City staff and other organizations; coordinates pertinent information, resources and work teams necessary to support a positive, productive, and cooperative work environment.
- Attends and participates in professional and community meetings; stays current on issues relative to the field of information technology; responds to and resolves sensitive and complex community and organizational inquiries, issues and complaints.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.
- Develops and oversees methods to provide end-user training for use of City software systems, as well as general technology training to support computer and telecommunications system use by end-users.

- Provides for the most effective and efficient information and telecommunications systems in support of the department needs; formulates and implements city-wide standards for the types and usages of computer related equipment.

**WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading documentation, connecting equipment and using a computer. Acute hearing is required when providing phone service and communicating in person. The need to lift, drag and push computers and peripheral equipment or other materials weighing up to 40 pounds also is required.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification)*

**Education and/or Experience:**

Any combination of education and experience that has provided the required knowledge, skills and abilities necessary for an **Director of Information Technology** may be qualifying. A typical way to obtain the knowledge, skills and abilities is to possess the equivalent of a minimum of five (5) years of progressively responsible professional experience managing complex enterprise-level information systems, at least two (2) of which are in a lead or supervisory role, and a Bachelor's degree in Information Systems, Computer Science, or a related field from an accredited college or university.

**License Required**

Possession of, or ability to obtain, a valid Class C California driver's license.

**Special Requirements:**

Ability to pass a criminal background investigation to provide clearance for work on Police Department computer systems.

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following are a representative sample of the KAS's necessary to perform essential duties of the position)*

**Knowledge of:**

Contemporary information and telecommunications systems and services and their potential for City use; systems and procedure analysis, design, and integration; budgetary principles and techniques, including forecasting asset replacement; personnel management, including supervision, training, performance evaluation, coaching and counseling; current practices of information technology including local/wide area network development and administration, web technology, and system security; advanced principles and practices of

program development and administration and information systems planning; training and communications techniques; cybersecurity including protocol analysis and intrusion detection; administration of telephone and videoconferencing systems including VOIP systems; principles of video surveillance; database administration; SQL and Microsoft active directory domain administration; records retention requirements and other pertinent federal, state, and local laws, codes, and regulations relating to information retention and production; radio/cellular telecommunications networking and interference; public relations practices and techniques.

**Ability to:**

Manage and direct a comprehensive information technology program; develop, communicate, and maintain effective working relationships with City staff and outside agencies; analyze and solve complex problems relating to information services on a technical and administrative basis; understand City departmental operations to the extent that sound recommendations may be made to enhance their productivity; supervise administrative and technical staff; stay abreast of and adapt to rapidly changing technology; conduct training on systems operations; work with and ensure cohesive integration of various operating platforms and systems; understand and interpret technical information (oral and written); communicate effectively both orally and in writing with all levels of staff, including the ability to communicate technical issues to persons who do not have a technical background; research, analyze, and evaluate new service delivery methods and techniques; coordinate the design, selection, and implementation of technology systems; develop and recommend long-term plans and strategies for effective utilization of technology resources; effectively manage technology platforms to promote citizen engagement and government transparency; interpret and apply applicable federal, state, and local policies, laws, and regulations.

**Skill to:**

Operate, maintain, and repair network and stand alone personal computers, printers, and a variety of peripheral hardware, as well as customized software applications and standardized packages. Evaluate and implement cross-platform technology integration to ensure efficient processes and maximize opportunities for efficiencies.

Adopted 10/4/2023