

CITY OF SELMA
JOB DESCRIPTION
Reposted

Job Title: Director - Information Technology (IT)

Department: Information Technology (IT)

FLSA: Salaried

Grade

Safety Sensitive Job: No

Security Sensitive Job: Yes

Salary Range: \$50,000.00 - \$55,000.00

Open Date: April 18, 2023

Closing Date: Until Filled

Relationships

Reports to: Mayor

Subordinate Staff: IT Technician

Internal Contacts: All City Departments

External Contacts: General Public; Contractors; Vendors; Educational Institutions; Local Businesses; Telecommunications Companies; Department of Homeland Security (DHS); Secret Service; Federal Bureau of Investigation (FBI); Alabama Law Enforcement Agency (ALEA)

Job Summary

Under the direction of the Mayor, the employee oversees and ensures the proper functioning and security of City IT systems, including telephone, video, and data telecommunication systems, internet and intranet systems, and other peripheral equipment. The employee is responsible for managing the IT department and securing adequate funding through budget preparation; and for developing and administering plans to accomplish the goals and objectives set by the Mayor and City Council. The employee oversees ongoing technical and operational support for personal computers and users, as well as mainframe applications software and hardware. The employee also

coordinates, controls, and documents system modifications; and coordinates and oversees contractor provided work. The employee is responsible for the update and maintenance of all IT systems and ensures only authorized personnel have access to these systems. This job is considered security-sensitive and is subject to a preemployment background check.

Essential Functions

ESSENTIAL FUNCTIONS: The following list was developed through a job analysis; however, it is not exhaustive and other duties may be required and assigned. A person with a disability which is covered by the Americans with Disabilities Act (ADA) must be able to perform the essential functions of the job unaided or with the assistance of a reasonable accommodation.

ESSENTIAL FUNCTION: Supervision and Management. Supervises Departmental employees to ensure processes and standards of the office are established and upheld.

1. Plans schedules for subordinate staff during large projects.
2. Makes assignments and monitors progress.
3. Conducts performance evaluations and administers disciplinary actions.
4. Oversees the training of staff employees.
5. Follows City policies and procedures in performing all Human Resources (HR) functions.
6. Approves timecards for IT Department.
7. Approves leave or vacation requests.
8. Participates in pre-employment interviews and make hiring recommendations as needed.
9. Answers questions from employees concerning technology related questions.
10. Attends council meetings as needed.
11. Generates and updates IT policies and protocols for the City.

ESSENTIAL FUNCTION: IT Operations and Management. Oversees the administration and maintenance of all City information technology systems – computer, audio, and video.

1. Performs strategic planning for new equipment acquisition and replacement.
2. Confers with department heads to determine priorities, needs, and policies and procedures.
3. Advocates change and educates City management and employees on the need for up-to-date information technology equipment to accomplish the missions and objectives of the City.

4. Conceptualizes, evaluates, and implements information technology strategies to support City needs.
5. Conducts research on various hardware and software systems to support City IT plans.
6. Develops and manages the annual IT Department budget.
7. Develops and implements appropriate security protocols to ensure the integrity of the City network and data management.
8. Prepares work related forms and reports.
9. Establishes time and cost estimates.
10. Organizes and supervises technical support functions.
11. Monitors IT hardware and software inventory tracking.
12. Monitors the development and maintenance of the City website and Public Education, and Government (PEG) access channels content.
13. Functions as the software upgrade monitor.
14. Oversees and manages City software procurement.
15. Approves purchase orders for hardware and software procurement.

ESSENTIAL FUNCTION: Networks and Server Systems. Oversees the development, operation and maintenance of City network and server systems to ensure efficient operation of City IT.

1. Designs and implements networks to support City business.
2. Implements telecom system interconnection with IT network.
3. Designs network server systems.
4. Oversees the regular backup of server systems.
5. Maintains appropriate backup protocols to ensure continuity of service.
6. Troubleshoots network devices and software.
7. Creates and maintains user/group profiles for security policies and procedures.
8. Oversees and manages network and computer access through effective username and password protocols.
9. Performs network system analysis, design, and upgrades.
10. Oversees the resolution of all crisis situations for both software and hardware systems.
11. Maintains point to point connections with unique IT systems.
12. Acts as the central point of approval for all City hardware and software used on the network.
13. Extracts and compiles data from one or several given databases.
14. Maintains the City archive database servers.
15. Ensures all necessary and appropriate security protocols are taken to protect the City IT network.

ESSENTIAL FUNCTION: Video and Telecommunications. Oversees the installation, modification, and procurement of video, telecommunications, and related equipment.

1. Oversees and manages the City's Public, Education, and Government (PEG) access channel.
2. Troubleshoots and diagnoses equipment malfunctions.
3. Communicates with service providers to analyze and resolve problems associated with telecommunications issues.
4. Maintains and repairs telecommunications systems and equipment according to manufacturer recommendations and specifications.
5. Reports and monitors service calls.
6. Performs upgrades to voice servers.
7. Creates and manages user accounts/profiles for voice servers.
8. Maintains analog telephone system.
9. Organizes City cellphone issue.
10. Validates City telecommunication charges from service providers.
11. Ensures audio-visual systems are prepared and ready for all City presentations and public events.

NON-ESSENTIAL FUNCTION:

1. Responds to emergency calls during hurricanes, inclement weather, or other emergency situations.
2. Performs other job-related duties as required or assigned.

Knowledge, Skills and Abilities

(* Can be acquired on the job)

1. *Knowledge of City rules, regulations, policies, and procedures.
2. *Knowledge of the City business plan and IT impacts.
3. Knowledge of effective leadership and management principles and practices.
4. Knowledge of principles and practices of budgeting, communications, contracting, human resources, info technology, public relations, project management, telecommunications, records management, resources to achieve outcomes and expectations.
5. Knowledge of personal computer hardware systems.
6. Knowledge of computer mainframe type applications, i.e., hardware, software, peripherals, etc.
7. Knowledge of Operating Network Systems, setup, and maintenance.

8. Knowledge of word processing and spreadsheet software programs.
9. Knowledge of troubleshooting techniques for hardware and software systems.
10. Knowledge of physical network cabling and fiber optic systems.
11. Knowledge of computer and cyber security.
12. Knowledge of safety rules including accident causation and prevention.
13. Reading skills to comprehend and understand highly technical manuals, directives, procedures, and instructions.
14. Verbal skills to communicate effectively with elected officials, supervisors, co-workers, and public.
15. Writing skills to take field notes, write reports, correspondence and recommendations using correct English, grammar, punctuation, and spelling.
16. Math skills to perform calculations (add, subtract, multiply, divide) and some statistical analysis.
17. Skills to troubleshoot and diagnose hardware and software problems.
18. *Ability to acquire Cisco AVVID (Architecture for Voice Video and Integrated Data) certification.
19. Ability to supervise and manage others.
20. Ability to work with little or no supervision.
21. Ability to work independently and make sound technical decisions.
22. Ability to use various types of computer systems.
23. Ability to read and understand construction blueprints.
24. Ability to manage complex projects and multi-task.
25. Ability to analyze situations and exercise good judgment.
26. Ability to work effectively with hands using various hand tools.
27. Ability to use standard office equipment.
28. Ability to use computers and office productivity software.
29. Ability to develop network systems to support City needs.
30. Ability to troubleshoot and resolve various hardware and software issues.
31. Ability to drive.

Minimum Qualifications

1. Possess a bachelor's degree in information technology, computer science or related field from an accredited college or university.
2. Minimum of five (5) years of progressively responsible work experience in network, mainframe, and personal computer operations.
3. Minimum of three (3) years of managerial or supervisory experience; or any combination of education, training and experience that demonstrates the

above listed knowledge, skills, and abilities commensurate with the requirements of this job.

4. Ability to obtain and maintain Microsoft Server, and CISSP certification within two (2) years of employment.
5. Possess a current and valid driver's license; must be insurable.
6. Ability to work non-standard hours.
7. Ability to travel as required.
8. Ability to pass a pre-employment background check.

Physical Demands

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching or similar activities; recurring lifting moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above-average agility and dexterity.

Work Environment

The work involves moderate risks or discomforts which require special safety precautions, e.g., working around moving parts, carts, or machines; with contagious diseases or irritant chemicals, etc. Employees may be required to use protective clothing or gear such as masks, gowns, coats, boots, goggles, gloves, or shields.