

CITY OF SOLEDAD

APPROVED: 7/15/2020
FLSA: EXEMPT

DIRECTOR OF INFORMATION TECHNOLOGY

DEFINITION

Under policy direction, the Director of Information Technology plans, organizes, directs and reviews all activities and operations including, but not limited to, data centers (environmental controls, servers, networking equipment), local/wide area information technology services including, but not limited to, database administration, data backups and protection, cyber-security, disaster recovery, help desk services, end-user computer support and problem resolution, and Microsoft Office applications support; coordinates assigned activities with other departments and outside agencies; and provides highly responsible and complex administrative support to the City Manager.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision and reports directly to the City Manager. Direct supervision of department staff is exercised. Exercises project direction to professional, technical, or office support staff, and/or consultants on a project basis.

CLASS CHARACTERISTICS

This is a single-position executive management classification. The Director of Information Technology duties are administrative/managerial and highly complex in nature, involving highly technical functions. The incumbent has broad management authority for the day-to-day operations of the Information Technology Department, as well as functional authority/responsibility for overseeing numerous city-wide information technology-related services. This is an at-will position under contract with the City Manager. Work is performed with a maximum amount of independence within established policies and procedures set forth by the City Manager and City Council, and relevant laws, ordinances and regulations. This classification requires creative ability, resourcefulness and discriminating judgment in the analysis and solution of complex problems, and the ability to make technical decisions on specialized matters. Work is reviewed in terms of fulfillment of goals, program effectiveness and soundness of judgment.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Develops, plans and implements Department goals and objectives; recommends and administers policies and procedures.
- Coordinates Department activities with those of other departments and outside agencies and organizations; provides staff assistance to the City Manager and City Council; prepares and presents staff reports and other necessary correspondence.

- Directs, oversees and participates in the development of the Department's work plan; assigns work activities, projects and programs; monitors workflow; reviews and evaluates work products, methods and procedures.
- Supervises and participates in the development and administration of the Information Technology Department budget; directs the forecast of additional funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements mid-year adjustments.
- Selects, trains, motivates, and evaluates personnel; provides or coordinates staff training; conducts performance evaluations; implements discipline procedures; maintains discipline and high standards necessary for the efficient and professional operation of the Department.
- Plans, recommends, and implements City-wide information technology strategies and activities; forecasts technology trends and predicts impact on City operations; develops/recommends technology goals and objectives and administers technology policies/procedures in accordance with the City's core purpose, mission, vision, and values; assures that technology activities comply with legal requirements and generally recognized best-practices; effectively engages outside professional advice for these activities.
- Directs and assists with the development, implementation and control of various networks, business applications, database systems, communication systems, and related technology hardware/software utilized throughout the City; assures system security, stability and performance.
- Provides information technology advice, support, and assistance to City department directors, managers and others as needed; recommends comprehensive strategies to improve the efficiency and effectiveness of their operations through the use of information technology.
- Responds to emergency hardware and software problems; troubleshoots problems and resolves if possible or contacts vendor staff/support.
- Represents the Department to outside groups and organizations; participates in outside community and professional groups and committees; provides technical assistance as necessary.
- Researches and prepares technical and administrative reports and studies; prepares written correspondence as necessary.
- Builds and maintains positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Work with staff to develop and carry out Public Outreach and Social Media Outreach to strengthen communication and education with local residents and businesses.
- Work with community representatives and local service providers to increase internet access throughout the city.
- Research and apply for grant opportunities that meet the needs of City staff, residents and businesses.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of project management.
- Principles and practices of current trends and sources of information technology, including infrastructure, business and operations applications, web technology, IT life-cycle management and system security.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Pertinent local, State and Federal laws, rules and regulations.

- Organizational and management practices as applied to the analysis and evaluation of programs.
- Principles and practices of organization, administration, and personnel management.
- Principles and practices of budget preparation and administration.
- Organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Applicable codes, regulations, policies, guidelines, technical processes and procedures related to a housing rehabilitation program.
- Principles and practices of marketing and program evaluation.
- Practices and procedures of grant writing and administration
- Principles and practices of contract administration.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person, and over the telephone.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service to public and City staff, in person, over the telephone, and through social media.

Ability to:

- Plan, direct and control the administration and operations of the Information Technology Department.
- On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports and related documents; know and interpret laws, regulations, codes and procedures; observe performance and evaluate staff; problem solve department related issues; and explain and interpret policy.
- Prepare and administer department budget.
- Develop and implement department policies and procedures. Supervise, train and evaluate assigned personnel.
- Gain cooperation through discussion and persuasion.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Interpret and apply City and department policies, procedures, rules and regulations.
- Develop, recommend, and administer sound information technology activities.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Interpret, apply, and explain complex Federal, State, and local laws, codes, regulations, and departmental policies and procedures.
- Conduct research on a wide variety of administrative topics, including contract feasibility, budget and staffing proposals, and operational alternatives.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.

- Directing the work of contract consultants on a project basis.
- Understanding the organization and operation of the assigned department and of outside agencies as necessary to assume assigned responsibilities.
- Prepare clear and effective financial, statistical, narrative, informational, and educational reports, correspondence, policies, procedures, and other written material.
- Make accurate arithmetic, financial, and statistical computations.
- Effectively conduct meetings and make presentations to various groups.
- Analyze situations and identify pertinent problems/issues, collect relevant information, evaluate realistic options, and recommend/implement appropriate courses of action.
- Organize own work, set priorities, work independently on a day-to-day basis, meet critical deadlines, and balance multiple objectives.
- Enter data into standard computer formats and produce correspondence and reports with speed and accuracy sufficient to perform assigned work.
- Operate modern office equipment including computer equipment and software programs.
- Effectively communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from a four-year college or university with major coursework in information technology, computer science or a related field, and eight (8) years of experience in the information technology profession, with an emphasis on serving municipal governments.

License:

- Valid California class C driver’s license with satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. Standing in work areas and walking between work areas may be required, including working in confined spaces to install and repair equipment. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with

upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedure.