TECHNOLOGY SERVICES DIRECTOR

DEPARTMENT: TECHNOLOGY SERVICES
Grade 55

CHARACTERISTICS OF THE CLASS

This is an exempt position, which is a highly responsible managerial, technical, and administrative work in directing and supervising the activities of the Information Technology Department.

An employee in this classification is responsible for planning, budgeting, organizing, directing, and coordinating the various activities of the City's Information Technology Department.

Ensures that software systems are created and maintained in compliance with established standards and procedures. Analyzes vendor supplied software and works with both the Manager of Technical Services and Manager of System Development to determine optimal configuration for interfaces between hardware and application systems. Maintaining information concerning timelines, costs, and personnel for projects. Assist in hiring of new personnel with correct skills in dealing with both software and hardware on the user level. Participates in the design, development, implementation and daily management of special projects to further the growth of the technological applications and telecommunications abilities utilized within City. Either directly or through committees, confers with representatives of various departments to ascertain their needs and the feasibility of the Information Technology Department requests; analyze equipment capabilities, commitment and priorities relative to services requested and advises user departments of feasibility, cost and time required, consults with staff to develop project schedules.

Under administrative direction, the employee is required to exercise extensive initiative and independent judgment. Work is reviewed through conferences, by study of reports submitted, results achieved and reports by users of Information Technology.

EXAMPLES OF ESSENTIAL FUNCTIONS

1. Coordinate installation of new computers both hardware and software.
2. Oversee staff concerning the repair and maintenance of PC's.
3. Set up schedule for PC maintenance.
4. Write and review computer bids.
5. Order and maintain PC inventory.
6. Review and/or recommend purchase and installation all "off the shelf" software.
7. Manage Help Desk.
8. Coordinate schedules for training IT staff.
9. Assist in providing user training.
10. Coordinate with vendors concerning resources, scheduling, and communication for systems development of major software projects.

11. Coordinate with Manager of Technical Services and Manager of System Development for all major software projects.

NOTE: The examples of essential functions as listed in this classification specification are not necessarily descriptive of any one position in the class. The omission of an essential function of work does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

REQUIREMENTS

A. Training and Experience

Bachelors degree from an accredited college or university with major course work in Computer Science, Information Management, Information Technology or related field experience with a minimum of five years experience in the Information Services field dealing with hardware, software, programming, web design, networking, as well as performing duties in senior management capacity, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities.

B. Knowledge, Abilities and Skills:

Knowledge of Windows 95, Windows 98, and Windows NT 4.0

Knowledge of PC hardware

Knowledge of current hardware and software trends in the industry

Knowledge of LAN and WAN design

Ability to communicate effectively verbally and have the ability to write concise and clear reports.

Ability to understand systems from a technical as well as business perspective.

Ability to coordinate large and critical projects.

C. Physical Requirements: 4

D. Environmental Requirements: 1

E. Sensory Requirements: 2, 6, 7, 8 and 9