



## Job Description

### DIRECTOR OF INFORMATION TECHNOLOGY

Reports to: Assistant City Manager  
 Department: Information Technology  
 FLSA Status: Exempt  
 Class Code:  
 Pay Grade: 124  
 Approved: 10-30-2014  
 Last Revised: 6-12-2019

#### BRIEF DESCRIPTION:

The purpose of this position is to oversee and direct the activities of the City's Information Technology Department and create and support structures that ensure technology projects are executed. This is accomplished by creating and organizing technology strategies, designing and implementing policies and procedures for the department, developing and submitting plans and budgets to City management, reviewing and advising IT related purchases, and negotiating vendor contracts. Other duties include implementing and monitoring City automation and information technology programs, supervising various personnel, corresponding with outside agencies, and completing special projects.

#### ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H)	Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.		Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	S	<b>Departmental Management</b> <ul style="list-style-type: none"> <li>Plans, organizes, and directs the activities of the Information Technology Department.</li> <li>Develops department and City-wide policies related to IT including procedures, short- and long-term objectives, and strategy.</li> <li>Attends and conducts training sessions and seminars.</li> <li>Prioritizes technological needs.</li> <li>Ensures personnel have the supplies and tools needed for</li> </ul>	40%



		<ul style="list-style-type: none"> <li>product development.</li> <li>Researches industry technology products.</li> <li>Identifies and resolves technology related issues.</li> <li>Ensures timely contingency recovery plans and incident management processes are in place to restore all operations.</li> <li>Prepares written materials, presentations, and online communications and clearly communicates technical direction in easily understandable business terms.</li> <li>Completes special projects as assigned.</li> </ul>	
2	S	<b>IT Planning and Support</b> <ul style="list-style-type: none"> <li>Partners with City departments in determining how technology supports City strategy and service needs.</li> <li>Develops strategies to aid in the delivery of services.</li> <li>Focuses on continuous process improvement and user satisfaction by increasing IT's value through innovation and emerging technologies.</li> <li>Ensures state and federal technology requirements are met.</li> </ul>	20%
3	S	<b>Supervision</b> <ul style="list-style-type: none"> <li>Supervises and evaluates the work of IT Managers and other departmental personnel.</li> <li>Oversees the hiring, training, and development of departmental personnel.</li> <li>Attends Council meetings and other meetings as required, sharing information with staff as appropriate.</li> </ul>	20%
4	S	<b>Budgeting and Planning</b> <ul style="list-style-type: none"> <li>Prepares and monitors departmental budget by developing short and long-term goals.</li> <li>Analyzes departmental fiscal needs and ongoing costs.</li> <li>Researches technology components.</li> <li>Manages projects and contracts to ensure adherence to budget parameters.</li> </ul>	20%

#### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

##### Knowledge of:

- business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.



- technology equipment, computer hardware and software, including applications and programming.

## Skilled in:

- using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- giving full attention to what other people are saying, taking time to understand the points being made, and asking questions as appropriate.
- communicating effectively in writing as appropriate for the needs of the audience.
- considering the relative costs and benefits of potential actions to choose the most appropriate one.

## Ability to:

- perform a broad range of supervisory responsibilities over others.
- communicate information and ideas in writing so others will understand.
- operate assigned equipment, including computer equipment and various software packages.
- work cooperatively with City officials, other employees, and the general public.
- meet the physical and mental demands of the position.
- work more than 40 hours in a workweek without additional compensation to perform assigned duties, including evenings and other times as required.



- JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Over seven years up to and including nine years.
Supervision	Work requires managing and monitoring work performance of a department including evaluating program/work objectives and effectiveness, establishing broad organizational goals and realigning work and staffing assignments for the department.
Human Collaboration Skills	Final decisions regarding policy development and implementation are made and/or recommended. Interaction with others outside the organization requires exercising participative management skills that support team efforts and quality processes.
Freedom to Act	Receives Administrative Direction: The employee normally performs the duty assignments within broad parameters defined by general organizational requirements and accepted practices. End results determine effectiveness of job performance.
Technical Skills	Advanced: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.
Fiscal Responsibility	This job title has responsibility for final approval of budgetary recommendations to the City Manager. Monitors progress toward fiscal objectives and adjusts plans as necessary to reach them.
Reading	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Math	Advanced - Ability to apply fundamental concepts of theories; work with advanced mathematical operations methods and functions of real and complex variables. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Writing	Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Valid NC driver's license

**OVERALL PHYSICAL STRENGTH DEMANDS:**

-Physical strength for this position is indicated below with "X"-				
Sedentary X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C Constantly 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	communicating with co-workers, making presentations, observing work duties
Sitting	C	desk work, meetings
Walking	O	to other departments/offices/office equipment
Lifting	R	equipment
Carrying	R	equipment
Pushing/Pulling	O	equipment, file drawers
Reaching	O	for files
Handling	F	paperwork
Fine Dexterity	F	calculator, computer keyboard
Kneeling	R	
Crouching	R	filing in lower drawers
Crawling	N	
Bending	R	filing in lower drawers
Twisting	F	from computer to telephone
Climbing	O	stairs
Balancing	N	
Vision	C	computer screen, reading, desk work
Hearing	C	communicating with co-workers and public and on telephone
Talking	F	communicating with co-workers and public and on telephone
Foot Controls	R	driving
Other (specified if applicable)		



### MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computer hardware and software, printer, scanner, telephone, calculator, Microsoft Office Suite

### ENVIRONMENTAL FACTORS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never

D	W	M	S	N
Daily	Several Times Per Week	Several Times Per Month	Seasonally	Never

-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

(1) N/A

### PROTECTIVE EQUIPMENT REQUIRED:

None

### NON-PHYSICAL DEMANDS:

F	O	R	N
Frequently From 1/3 to 2/3 of the time	Occasionally Up to 1/3 of the time	Rarely Less than 1 hour per week	Never Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	N
Other (see 2 below)	N

(2) N/A

### PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A