

**CITY OF GREENBELT, MD
CLASS SPECIFICATION**

CLASS TITLE: Director of Information Technology
DEPARTMENT: Information Technology (IT)
REPORTS TO: City Manager

SALARY GRADE: 19
FLSA STATUS: E
DATE: 11/2022

JOB SUMMARY AND DISTINGUISHING FEATURES OF THE WORK:

This position is responsible for all areas of the City's information technologies and phone systems of the City. This position is instrumental in the development of the IT work plan during the budget process. Work involves setting policies and goals under the direction of the City Manager. Supervision is exercised over all department personnel.

ESSENTIAL JOB FUNCTIONS:

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Responsible for the designing, planning, and growth of the City's network and phone system.

Assess current status as compared to the industry in best practices and strategies. Recommend and implement remediation steps as necessary.

Provide leadership in implementing the IT vision for the City. Develop and plan the IT vision for the City and communicate plan to other departments as needed. Ensure that the IT vision is aligned with and supports the City's mission and objectives.

Determine Citywide and IT department budget needs. Develop IT budget and provide fiscal direction to the department. Monitor and communicate costs versus budgets to management on a regular basis.

Work with various departments within the City to determine IT needs and requirements for each department. Determine projects to be completed based on need, alignment with City objectives, budget and staff constraints.

Creates or reviews and approves all IT related project proposals. Plan, manage and oversee execution of all IT projects.

Carries out supervisory/managerial responsibility in accordance with policies, procedures and applicable laws, including interviewing, hiring and training staff; planning, assigning and directing work; establishing deadlines; appraising performance; rewarding and disciplining employees; coordinating, developing and approving staff training; approving leave requests; and addressing complaints and resolving problems.

IMPORTANT JOB FUNCTIONS:

Develop and maintain a Disaster Recovery Plan for IT and phone system operations.

Communicate IT and phone system status to other departments and end users as needed.

Develop, propose, and implement policies to ensure data security, network security, and policies related to IT operations, end user acceptable use, and types of technologies to be implemented. Communicate IT policies to other departments and end users as needed.

Negotiate pricing with vendors, suppliers and contractors for all IT and phone system related activities.

Create or review and approve all IT related hardware and software acquisition proposals.

Review Help Desk requests to ensure that end user issues are being resolved timely and effectively. Escalate system issues as necessary for effective resolution.

Oversee ongoing maintenance of all IT and phone systems.

Direct and oversee actions necessary to maintain network security by overseeing implementation of network maintenance and policies, reviewing current threats and impacts, and recommending improvements.

Represent the City through participation in various outside organizations.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Desktop Computers, Printers, Switches, Routers, Servers

Vehicle

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Bachelor's Degree from an accredited four-year college or university in Decision Information Systems, Computer Information Systems, Computer Science or a related field; and extensive progressively responsible related experience; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

Valid Driver's License

Microsoft Certified Professional desirable

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Networking and Network security

Budget Policies and procedures

Systems analysis and design

Phone Systems

Various software applications

Department organization, standard operating guidelines and policies, rules, and regulations.

Skill in:

Providing excellent customer service

Communicating orally and in writing with internal staff and other departmental staff in order to give and receive information in a courteous manner.

Operating and maintaining all assigned equipment required to perform the essential functions of the job.

Ability to establish and maintain effective working relationships with fellow employees, city officials, other government agencies, and the general public.

Ability to work independently, multitask, and coordinate and organize multiple projects.

Sensory requirements include standard vision requirements; vocal communication is required for expressing ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels. This is sedentary work requiring the exertion of up to 10 pounds of force sometimes.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbents working conditions are typically quiet.

NOTE: This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.