

City and Borough Sitka, Alaska

Class Specification

Class Title	Information Technology Director
Class Code Number	1080
FLSA Designation	Exempt (Administrative)
Pay Grade and Range	36
Effective Date	07-01-2014

General Statement of Duties

Responsible for the overall planning, organizing, and execution of all Information Technology (IT) functions. This includes directing all IT operations to meet customer requirements as well as the support and maintenance of existing applications and development of new technical solutions

Distinguishing Features of the Class

The principal function of an employee in this class is to manage information technology for the City and Borough of Sitka. The work is performed under the direct supervision of the Chief Financial and Administrative Officer, but extensive leeway is granted for the exercise of independent judgment and initiative. Direct supervision is exercised over employees and technical consultants of the IT Department. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other Department and City employees, technical consultants, other external parties, and the public.

Principal Responsibilities and Examples of Essential Work (Illustrative Only)

- Analyzes complex information technology needs presented by the user community and/or clients and recommends technical solutions
- Ensures the consistency and maintainability of existing applications by creating, maintaining, and enforcing standards/procedures for implementing technical solutions. Maintains responsibility for system security, system configuration and the installation and operation of new and upgraded software and hardware
- Monitors the condition, functionality, and viability of all hardware and software comprising the IT platform, and, formulates short-range and long-range plans for maintaining and upgrading the overall IT platform.
- Directs IT staff in executing production tasks according to a documented schedule that meets or exceeds customer expectations

- Produces detailed time line for each major technology solution implementation and implements effective project control by monitoring the progress of the solution and reporting its status to Administration, users, and other stakeholders
- Provides periodic high level overviews of the status of organizational IT to the Administrator and Chief Financial and Administrative Officer
- Takes all necessary actions and precautions to ensure IT system security, to include security of sensitive data. In instances of security breaches, oversees, all response and recovery efforts
- Continually assesses IT platform vulnerabilities and ensures that disaster recovery, and critical data recovery plans are formulated and continuously updates. Conducts periodic disaster recovery drills and tests. Ensures that off-site backup and storage of critical business data is constantly maintained.
- Prepares and maintains documentation of critical aspects of the architecture of the IT platform, including records of major elements of hardware, software, and internally developed applications. Ensures that all licenses for hardware and software are kept current.
- Directs and prioritizes the work load of subordinate personnel
- Reviews all solution implementations developed by subordinates, or consultants, where and when applicable
- Approves all technology, decision support, or information requirements prior to commencement of work on a technical solution
- Oversees and monitors all hardware and software evaluations and selections, and, approves all plans for significant hardware and software acquisitions, upgrades, and replacements
- Manages vendor relationship, and, monitors and manages hardware and software maintenance and support contracts
- Attends meetings, conferences, workshops and training sessions and reviews publications to maintain technical proficiency in practices and new developments in information technology. Researches innovations within technological fields and maintains a current knowledge of IT applications
- Ensures that IT staff maintains technical proficiency by developing and implementing training and continuing education programs. When applicable, ensures that IT staff is provided applicable training and education to obtain certifications.
- Ensures clear and consistent communication occurs between users and IT staff in regards to ongoing needs analysis, implementation of IT solutions, and problem troubleshooting and resolution. Monitors resolution of systemic problems that can't be immediately resolved and ensures status reports are supplied to users. Ensures that realistic timeframes are supplied to fulfil user expectations for the speed of problem resolution
- Performs all administrative management of IT personnel

Required Knowledge, Skills and Abilities

- Comprehensive knowledge of information technology systems and platforms
- Comprehensive knowledge of IT-related products, including all applicable hardware and software
- Comprehensive knowledge of the current practices and principals involved in the design, installation, repair, customization and implementation of information technology systems
- Comprehensive knowledge of principals of software programming and design
- Comprehensive knowledge of SQL database design and query

- Proven ability to manage a complex IT environment involving multiple interconnected applications and multiple users
- Proven ability to successfully manage an IT staff
- Ability to study, analyze, comprehend and makes recommendations as to technological needs
- Ability to communicate well with others, both orally and in writing, using both technical and non-technical language
- Ability to prepare and present accurate and reliable reports containing findings and recommendation
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology
- The desire to constantly strive for innovation in order to produce greater efficiency in Municipal operations; to improve customer service and electronic interfaces with the Municipality, and, to enhance decision making through decision support technology

Acceptable Experience and Training

- Graduation from an accredited college or university with a Bachelor's Degree or equivalent in Management Information Systems, Computer Science, or a closely related field; and
- Extensive experience in the management of information systems; or
- Any equivalent combination of experience, education and training which provides the knowledge, skills and abilities necessary to perform the work

Required Special Qualifications

None

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to observe information systems;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computers and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to function in a general office experience.

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