CITY OF NEWBURYPORT

Director of Information Technology

JOB DESCRIPTION

Position Purpose:

This position is responsible for the oversight, planning, development, implementations and maintenance of the City's business and information systems. Responsibilities include the development and maintenance of IT infrastructure; researching and recommending new technologies; developing operating and capital budgets and handling daily operations of the IT system.

Supervision:

Supervision Scope: Performs a variety of highly responsible duties of a complex nature which require considerable judgement and initiative.

Supervision Received: Works under the direction of the Mayor.

Supervision Given: Position supervises a full-time Technology Analyst and oversees the work of multiple external contractors. The IT Director is responsible for hiring, termination, discipline, and evaluation; provides instruction to other employees performing similar tasks. Employee is required to work outside of normal business hours on a daily basis and/or at night at least six (6) nights per month year round, may work weekends, and be contacted at home to respond to important situations.

Job Environment:

Position performs a variety of complex technical work assignments in the development, installation and maintenance of information and network systems for the City. The position requires examining, analyzing and evaluating facts, and circumstances surrounding individual information systems issues, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include information systems management policies that may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions.

Errors could result in delay or loss of service, monetary loss, legal repercussions, or damage to buildings and equipment.

Employee has frequent contact with City departments and employees, support companies and technical staff, or others to solve problems, acquire supplies, provide technical support and training, or research problems. Contacts are usually in person, on the telephone, or in writing.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Responsibilities:

- Establishes the City's technical vision and leads all aspects of its technological development. Leads the organization and staff on IT solutions that support departmental operations. Oversees management of organizational technology projects and organizational project management applications. Executes cost-benefit analyses of proposed IT changes and initiatives as they relate to organizational goals.
- Responsible for systems administration and maintenance on several servers, storage systems, backbone hardware and applications used by City departments; performs network monitoring and troubleshooting.
- Supports City users on information technology resources utilizations; provides phone and computer support to department end users, researches and resolves computer or network related problems; provides training support for city employees on proper use of software applications and hardware.
- Serves as the City's coordinator in the development and implementation of GIS projects; maintains GIS database and performs applications a requested by City departments.
- Manages maintenance and minor repairs to computers, printers and network equipment as needed.
- Develops and updates the City's IT operational and financial plan, which prioritizes and incorporates IT initiatives into the annual budget process. Prepares and administers departmental operating and capital budgets for the information technology department; performs long-range IT planning.
- Hires, trains and instructs IT staff members, monitors their performance and handles all personnel matters for the department.
- Recommends and develops policies and practices to improve the effectiveness and use of information technology.
- Maintains the City's WAN and LANs.
- Develops and provides City-wide software training and troubleshooting as required.

- Sets and enforces enterprise wide security policies for all IT assets. Sets and enforces standards for all hardware and software, including desktop PC servers and network equipment, software applications, database engines and network protocols.
- Develops and implements Cybersecurity policies and/or programs to improve the City's overall security posture; provides security awareness training to ensure that staff is aware of end-user cyber threats that may exist and understand related gaps in the cybersecurity posture that should be addressed.
- Develops and maintains a Disaster Recovery Plan to ensure continuity of operations when unforeseen events affecting the operability of IT systems occur.
- Works collaboratively with the school department's technology staff in development, funding and management of an effective network for technology operations and service delivery to meet identified needs and priorities.
- Actively participates as a member of the Mayor's leadership team. Works collaboratively within the municipal organization, continually improve City services and appropriately allocate organizational resources across City departments.
- Performs similar or related duties inherent of the position of Information Technology Director.

Knowledge of:

- Familiarity with Munis, and OpenGov preferred
- Public Safety information systems, including IMC
- Working knowledge of the following areas and technologies, Microsoft 365, HP Aruba Networking, FortiGate Firewalls, VMware, and Veeam
- Operational characteristics, services and activities of comprehensive municipal technology applications.
- Organizational and management practices as applied to the analysis and evaluation of information technology programs, policies and operational needs.
- Methods and tools for management of vendors, needs assessments for hardware and software for users, troubleshooting, integration of applications, research, project management, basic financial analysis, supervision, training and performance evaluation.
- Electronic data management systems.
- Cybersecurity best practices.
- Pertinent Federal, State, and local laws, codes and regulations.

Ability to:

- Establish and maintain effective working relationships; develop and sustain organizational culture of supportive and responsive delivery of services meeting electronic needs of departments.
- Plan, organize, direct and coordinate the work of staff; select, supervise, train and evaluate staff.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Makes presentations and prepares reports and plans.
- Research, analyze, and evaluate new service delivery methods, procedures and techniques.
- Multitask and maintain composure under duress.
- Manage complex technology projects.
- Communicate clearly and concisely; explain highly technical concepts in simple terms.
- Interpret and apply Federal, State and local policies, procedures, laws and regulations.

Education and Experience:

Bachelor's Degree and five to seven (5-7) years of experience in management, information technology, infrastructure/systems engineering or related field or any equivalent combination of education and experience. Microsoft Certifications (MCP, MCSE) preferred.

Physical and Mental Requirements:

The employee must occasionally lift and/or move up to 30 pounds and rarely has to lift and/or move up to 100 pounds with assistance. Specific vision abilities required by this job include close and distance vision.

(*This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by employer as the needs of the employer and requirements of the job change.*)