EXHIBIT "A"

INFORMATION TECHNOLOGY DIRECTOR

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

JOB OBJECTIVES

Under administrative direction, to direct, manage and supervise the Information Technology Department's activities and operations for the City's wide area network; including enterprise application services and database management, network, and system administration, telecommunications, desktop support services, system architecture infrastructure services, and web design and development.

ESSENTIAL FUNCTION STATEMENTS

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:

Assume management responsibility for directing and maintaining the system-wide services, activities and programs of the Information Technology services and operations of the City. Such activities include managing the operations of the City's wide area network; including servers; security and disaster recovery plans; security of data, databases and software applications, desktop maintenance and support services.

Manage and participate in the development and implementation of goals, objectives, policies, and priorities for assigned programs and technologies; recommend and administer policies and procedures. Develop, update and manage the City's Long Range Strategic Technology Plan.

Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within the departmental policy, appropriate service and staffing levels.

Plan, direct, coordinate and review work plans for information technology staff. Oversee desktop support activities, priorities and the work order system. Assign work activities, projects and programs; review and evaluate work, define project scopes, assign implementation schedules and priorities, and meet with staff to identify and resolve problems.

Plan, direct and coordinate the City's technology and network projects, planning, management and implementation; develop a citywide work plan for tracking and communicating technology projects and city-wide priorities, recommend new technologies or resources for the system; develop project hardware, software and peripheral requirements using departmental objectives.

 Create implementation strategies and work with department heads for proper installation, migration, training and policy issues associated with new technologies.

Manage the development, security and use of the City's databases and shared information; make recommendations for improvements to policies and procedures; modify programs to enhance integration.

Manage the development and maintenance of the city's technology standards for hardware and software acquisitions working closely with administration and department heads on establishing system and user needs.

Manage the city's Technology Hardware and Software Repair and Replacement Program. Oversee the yearly repair and replacement plan and procedures, purchasing of equipment or applications on the replacement cycle, review and monitor funding and the stability of the program and make recommendations for changes to the funding model.

Manage the development, design and maintenance of the City's official web site; work with department heads and city staff to establish improved community engagement with the City's online information, tools and resources through enhanced web services.

Develop and manage the Department's biennial budget and monitor all omnibus adjustments or requests; consult with department heads on technology budget needs, meeting or updating strategic plan, forecasting funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures.

Select, train, motivate and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

Consult with Department Heads and City Administration to establish city priorities for technology projects, planning, policies and procedures; providing responsible staff assistance to the Mayor, City Administrator and Department Heads on technology issues.

AUXILIARY FUNCTION STATEMENTS

Follow all safety rules and procedures established for work area.

Perform related duties and responsibilities as required.

QUALIFICATIONS

<u>Knowledge of:</u>

Principles and practices of network development, implementation and administration.

Operations, services and activities of an information technology program.

Local and wide area network server design, operation and configuration.

Various programming languages and their appropriate applications.

Operational characteristics of multiple database environments including procedures involved in data integration.

Various network, telecommunications, phone and Internet technologies and their applications.

Modern and complex principles and practices of systems and database analysis.

Principles and practices of project management.

Operational characteristics of various computer systems, applications and peripheral equipment.

Methods and techniques of web page programming and design.

Principles of hardware and software configuration and installation.

Principles and practices of project budgeting, municipal budgeting and accounting.

Principles of supervision, training and performance evaluation.

Pertinent Federal, State and local codes, laws and regulations.

Ability to:

Manage and oversee the operations of the City's information technology program including wide area network development and administration.

Manage, direct and coordinate the work of lower level staff.

Respond to after-hours network emergencies and outages timely.

Select, supervise, train and evaluate staff.

Design and build network architecture.

Manage and secure the use of the City's databases and shared information.

Establish, maintain and enforce network security.

Analyze, troubleshoot and resolve highly technical networking issues.

Install, configure and troubleshoot various hardware and software applications.

Analyze departmental needs, research technologies and promote changes that meet the needs of network users and the City's Long Range Strategic Technology Plan.

Oversee and manage various system and networking projects.

Design and implement resources on the Internet.

Develop work plans, capital improvement plan, and manage other long and short range technology objectives city-wide.

Maintain confidentiality of sensitive files and materials accessed, discussed or observed.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines
Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:
Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, information systems or a related field.

Experience:
Five years progressively responsible experience in network management and system administration experience, with considerable experience and specialized training in the areas of systems and application development, data integrity and security, telecommunications, and website development, with a minimum of two years of supervisory and project management responsibility.

Certifications:
Professional certification such as a Microsoft Certified Solutions Expert (MCSE) is preferred.

Possession of an appropriate, valid driver's license

PHYSICAL DEMANDS AND WORKING CONDITIONS

The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment: Office environment; exposure to computer screens.

Mobility: Sitting for prolonged periods of time; extensive use of computer keyboard.

Vision: Visual acuity to read computer screens.

Other Factors: Incumbents may be required to work extended hours including evenings and weekends. Incumbents may be required to travel outside City boundaries to attend meetings.