City of Roswell, Georgia

JOB DESCRIPTION   **www.roswellgov.com/jobs**

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

IT Director

Department: **Administration**

Pay Grade: **519**

FLSA Status: **Exempt**

Job Code: **A104**

JOB SUMMARY

The purpose of this classification is to assess needs, formulate solutions, implement, and support information needs,   maintain the operations, services, staff and resources of Information Technology, which includes personal computer and mainframe computer systems, Internet activities, computer networks (Local Area and Wide Area Networks), and telecommunication services.

ESSENTIAL JOB FUNCTIONS

- Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
- Coordinates daily work activities; organizes, prioritizes, and assigns work; monitors status of work in progress and inspects completed work; conducts staff meetings; consults with assigned staff, assists with complex/problem situations, and provides technical expertise.
- Coordinate activities for database environment including overseeing the development and organization of the databases, server hardware and software technologies (including Server 2003, Server 2008, VMware Virtual Environment), network systems and implementation of new technologies.
- Coordinates, schedules, plans the installation and testing of new products and improvements to computer systems, such as the installation of new servers, databases and network solutions.   Coordinates, schedules, and plans for all City software applications maintenance or upgrades.   Designs and monitors the operation of all City data backup, retention, and storage systems.
- Formulates policies and procedures for department operations and for use of city-wide computer systems; reviews, amends, and updates department policies, procedures, rules,

regulations, and standards; develops or reviews policies relating to emergency operations/management during hurricanes or disasters.

- Develops and implements disaster recovery plan relating to computer hardware/software and implements plans for the backup of all systems and data assigned. Develops and implements strategic plans and long/short term goals/objectives involving the use of technology within City departments/agencies in order to achieve the City's goals and objectives.
- Develops and administers operating and capital budgets for the department; makes budgetary recommendations to individual department heads and reviews department budget requests; monitors expenditures to ensure compliance with approved budgets.
- Provides input and recommendations relating to City's technology needs; analyzes the city's networking and server needs; recommends acquisitions of equipment changes or upgrades; prepares and recommends equipment specifications; provides information relating to specifications
- Works with city staff to design and implement projects requiring server-based solutions. Manages all technical aspects of the databases and processes; maintains and monitors database security; ability to query databases using Microsoft SQL 2003 or higher. Manages data from multiple sources including internal, external, and 3rd party data. Works with 3rd party vendors to test programs or databases, correct errors and submit necessary modifications
- Recommends and evaluates software, hardware and processes to the team and end-users. Implements solutions and maintains applications of processes.
- Delivers services in his/her area of expertise as called upon by the City Management Team in support of the mission and goals of the City.
- Ensures departmental compliance with all applicable rules, regulations, standards, policies and procedures; ensures adherence to established safety procedures; monitors work environment and use of safety equipment to ensure safety of employees and other individuals; initiates any actions necessary to correct deviations or violations.
- Oversees department operations and activities, review/resolve problems, receive advice/direction, and provide recommendations.
- Approves hardware/software purchases for all departments; approves hardware/software specifications.
- Provides technical support, training, and information to system users, staff members, and elected officials regarding operation of hardware and software, procedures, problems, and related issues; coordinates technical training by outside vendors; troubleshoots and/or resolves problems.
- Communicates with supervisor, employees, other departments, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems; responds to requests for service or assistance.
- Attends meetings, serves on committees, and makes presentations as needed.
- Assists supervisors, staff, and other departments to define business requirements and system goals, identifies and resolves business systems issues. Reviews and analyzes the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging these systems
- Sets and manages project expectations with supervisors and end users by leading planning sessions for enhancing business processes, operations, information process flow and new or improved reporting processes.

- Plans and coordinates training of existing staff, for implementation of new software and/or upgrades to existing software.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience:
Requires a Bachelor's degree in information technology, computer science, engineering or closely related field; eight (8) years of experience in computer information systems; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Licenses or Certifications:
- Possess and maintain a valid Georgia driver's license with a satisfactory motor vehicle record (MVR).

Special Requirements:
- None

Knowledge, Skills and Abilities:
- Knowledge of Windows and SQL languages, personal computer and mainframe computer systems, Internet activities, computer networks (Local Area and Wide Area Networks), and telecommunication services.
- Knowledge in importing data for use in report software, spreadsheets, graphs, and flow chars. Proven data analysis, data verifications and problem-solving abilities.
- Ability to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position.
- Ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.
- Ability to function in a managerial capacity for a division or organizational unit. Includes the ability to make decisions on procedural and technical levels. Good project management skills and/or substantial exposure to project-based work structures. Ability to communicate ideas in both technical and user-friendly language.
- Ability to overhaul, restore, renovate, construct, and/or rebuild equipment, machinery, or objects, requiring adherence to prescribed standards and specifications. Requires the ability to operate and control the actions of the same equipment, machinery, and/or objects.
- Ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.
- Ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.
- Ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

- Ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

PHYSICAL DEMANDS

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate colors or shades of colors, sounds, odors, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT

Work is regularly performed without exposure to adverse environmental conditions.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.