



DIRECTOR OF INFORMATION TECHNOLOGY

NATURE OF WORK

Serves the public with advanced technical and managerial work, developing, planning, and implementing an information technology strategy that meets the City's business needs, delivers optimal return on investment, and maintains utmost security.

The Information Technology Department supports nearly 1,100 staff, 150 production servers, 450 TB of storage, along with fiber and wireless networks to connect two dozen sites and hundreds of mobile workers. The City operates in a 24x7 environment. Departments supported include Police, Fire, 911, Public Works, Finance, Community Development, Human Resources, Human Services, Legal, and Mayor's Office.

In addition to core infrastructure services, major applications supported include Finance, Payroll, Human Resources, AR, AP, Purchasing, Fire Records System, Police Records System (supporting 13 agencies across Winnebago County), 911 Computer Aided Dispatch (supporting two PSAPs), CAD Mobile, Planning, Permitting, Code Enforcement, Video Surveillance, GIS, and VoIP (including three call centers and approximately 700 endpoints).

The Information Technology Director is also engaged in regional technology and governance efforts supporting broadband, GIS, and Public Safety, and represent the City on several Boards.

DISTINGUISHING FEATURES

Work involves analyzing; planning, coordinating, managing, and implementing goals and objectives concerning computer applications support and networked computer systems and related information technology needs of the City. Work includes developing and implementing information systems plans for managing the City information technology resources. Work also involves overseeing contractors responsible for maintaining and addressing computer hardware problems. Supervises professional, technical and support staff. This is a single position class.

ESSENTIAL FUNCTIONS *(These essential duties are only illustrative.)*

Plans, organizes, directs, coordinates, and evaluates the activities of the City's information technology function; makes personnel management determinations to ensure department goals and objectives are met; provides technical assistance to, trains, assigns, reviews, and evaluates the work of professional and technical staff; prioritizes projects; establishes schedules, selects project leaders and assigns staff to various projects.

Designs and manages installation, maintenance and operation of the City's wide area and local area networks, network operating systems, protocols, servers and workstations, fiber optics, routers,

bridges, switching hubs and other network equipment; conducts related research; manages the installation and maintenance of hardware and software.

Develops or directs the development or purchase of new software systems, evaluation and approval of standards for PC based software; directs production, inventory and documentation activities, data base administration, purchase of PC software and hardware.

Confers with the IT staff on related operations, planning and development, divisional policies and programs; serves as technical advisor, evaluating new products and services, computer hardware, software and related IT resources.

Develops short and long range strategic IT plans; recommends projects and programs to be undertaken; defines project requirements, supervises and writes proposals and specifications for software and hardware; selects vendors; negotiates and manages contractual agreements with vendors, contractors, consultants and other agencies; sets divisional priorities, allocates resources involving multiple functions and systems; advises and coordinates with IT staff and other City department staff and agencies on matters relating to IT needs.

Supervises trouble shooting, maintenance, and repair of computers and related equipment. Supervises the compilation, analysis, and interpretation of data affecting related IT operations, planning and development; supervises and participates in the preparation of comprehensive reports based upon careful research and study of IT problems.

Plans and controls the annual division budget; ensures proper expenditures and disbursements for projects and programs.

Establish long-term IT needs, plans and develops strategies for developing systems and acquiring software and hardware necessary to meet the needs of the City divisions.

Develops and directs the IT budget process.

Develops effective working relations with IT divisions and other city departments with whom work must be coordinated or interfaced.

Directs and oversees all IT Divisions (Applications, Infrastructure, GIS, and Help Desk) day-to-day operations.

Negotiates contracts with vendors and service providers for installing new technology.

Recommends hardware and software upgrades as appropriate to improve operations, consistency and budgetary success.

Attends Council meetings and consults with and advises the Mayor, City Administrator, Council members, and department heads on complex IT needs.



Maintains reasonable and predictable attendance.

SUPERVISION RECEIVED

Works under the direction of the Mayor, who reviews work for the overall effectiveness of City services provided and results achieved.

SUPERVISION EXERCISED

Exercises supervision over professional, technical and program support staff engaged in carrying out the various functions and requirements of their respective responsibilities. Supervisory responsibilities include assigning and evaluating work, resolving personnel problems, setting performance goals and standards, making hiring and disciplinary decisions, and performing other supervisory functions.

WORKING CONDITIONS & PHYSICAL DEMANDS

Work is essentially sedentary with occasional walking and standing. Some travel may be required. Work exposes the incumbent to a number of time-sensitive technical issues that require immediate resolution. Computer work requires manual dexterity. Installation or presentation work requires occasional lifting of computer units, monitors, printers and related equipment up to 50 pounds.

SUCCESS FACTORS (KSAs)

Thorough knowledge of the principles and practices of systems analysis and design, multi- platform computer languages, computer and network operating systems, installation, configuration, programming, maintenance and support.

Thorough knowledge of the uses, capabilities and requirements of computer systems, the technology of computer equipment design and construction and multi-platform computer operating environment software uses.

Considerable knowledge of application software including various versions of common third-party office software.

Considerable knowledge of the principles and practices of systems analysis, system design, multi-platform computer languages, communication infrastructure and information technology.

Considerable knowledge of the uses, capabilities and requirements of computer systems, the technology of computer equipment design and construction and multi-platform computer operating environment software uses.

Considerable knowledge of recent developments in the field of information technology.



Considerable knowledge of laws and ordinances affecting information technology and networked systems.

Knowledge of management and public administration principles and procedures and the functions and needs of municipal departments.

Knowledge of budgetary procedures for a public organization.

Ability to direct, supervise, and coordinate programs and activities of a division with other divisions, municipal departments and other agencies.

Ability to supervise the systematic compilation of technical and statistical information and the preparation of complex technical reports.

Ability to communicate effectively, both orally and in writing and to translate technical terminology in terms understandable to non-technical employees.

Ability to work effectively in a team environment, where communication and teamwork are critical to the success of the Information Services Department and City.

Ability to maintain a customer-central focus.

Ability to use modern office methods, techniques and equipment.

Skill in using a computer and related equipment.

Ability to supervise others effectively.

EDUCATION, TRAINING & EXPERIENCE

Graduation from an accredited four year college or university with a Master's degree in computer science, information systems or a related field and at least ten years of increased experience in the field of information technology including supervisory responsibility including experience in the management of network infrastructure, help desk services, applications development and support, or substantially related experience. Certification in Project Management a plus. Any satisfactory equivalent combination of experience and training, which ensures the ability to perform the work, may be substituted for the required experience.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid Illinois driver's license.



Residency Requirement:

Effective June 1, 2018 all newly hired employees, including newly hired Department Heads, shall live within the municipal boundaries of City of Rockford within six (6) months of their completion of their introductory period.

Classified employees hired after January 1, 1984 may live anywhere in Winnebago County or anywhere within an area fifteen (15) miles from the Public Safety Building within six (6) months of their date of completion of probation. Employees hired prior to January 1, 1984 shall be subject to their conditions of employment in effect at that time.