# Job Description

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| Job Title: | Director of Information Technology | Classification: | Unclassified |
| Department: | Information Technology | Grade: | 390 |
| Occupational Group: | Information Technology | FLSA: | Exempt |
| Status: | Full-Time | Supervisory: | Yes |

## Primary Purpose

Under general supervision; plans, leads, and manages the activities of the Information Technology Department to support the information generation and communication of City operations.

## Essential Leadership Job Functions

*As a member of the City's Management Team, Department Directors provide critical leadership for the organization. Beyond the technical and administrative functions of the Department's operations, these additional essential functions are required for members of the City's Management Team to be successful.*

- Ensures compliance for relevant rules, regulations, ordinances, and directives that may be established by the City Manager, City Council, State of Missouri, and Federal Government.
- Collaborates with members of the City's Management Team to promote a cohesive and positive working environment.
- Researches, develops, and recommends solutions to organizational-related issues and concerns; establishes and documents processes that support the continuous improvement of City operations and services.
- Partners with internal leaders and subject matter experts to reconcile variations and conflicts in processes, policies, and practices to work towards simplification, standardization of service delivery, and improved customer service.
- Coordinates, facilitates, and provides high-level project management for strategic planning and change efforts to ensure wide-spread stakeholder understanding, momentum, buy-in, and commitment to address multi-faceted problems and implement sustainable solutions.
- Coaches and develops direct reports by providing regular feedback regarding employee performance. Provides timely and constructive feedback through the formal evaluation process for direct reports and ensures application of the same by Department supervisors and managers.
- Addresses employee performance concerns in compliance with established policies and procedures. Participates in the disciplinary process by ensuring due process is provided in accordance with the City's policies and procedures, conducts fact-finding hearings when appropriate, recommends the appropriate discipline in consultation with Human Resources, and presents a recommendation for disciplinary action to the City Manager prior to issuing the approved disciplinary action.
- Receives critical input from appropriate supervisors and managers before making final hiring or promotional decisions. Ensures departmental hiring and promotional processes are conducted in coordination with and approved by Human Resources. Verifies budgetary approval before proceeding with recruitment or promotional processes and implementing the final hiring decision.
- Develops the Department's annual budget requests, with input from appropriate staff, to provide necessary programs and services for the community as approved by the City Manager's office. Reviews and approves expenditures for non-personnel costs, to ensure spending is minimized and services are maximized throughout the fiscal year. Ensures departmental purchases comply with the

City's purchasing policies and procedures and are authorized in the budget.

## Departmental Essential Job Functions

*Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.*

1. Plans, coordinates, and directs the City's information and technology systems needs including such areas as computer and telecommunications systems development and support, network infrastructure development and growth, all areas of computer security, support and maintenance for hardware and software, systems training, acquisition and implementation of new systems, as well as standards, policies, and practices related to City information systems.
2. Advises on matters related to the City's information and technology systems including computer systems, telecommunication systems, data storage, data security, disaster recovery, and documentation.
3. Supervises Information Technology Department personnel, services, programs, and activities including the appointment, promotion, evaluation, and discipline of departmental staff.
4. Coordinates, plans, tests, and reviews the initial use of the system to ensure it performs as planned. Ensures new or upgraded systems are user-friendly to allow smoother transition for departments.
5. Works with software vendors to customize reports and redesigns systems to respond to user needs; studies hardware and software problems to create solutions and alternatives for the City as well as departmental needs. Supervises the work of independent contractors to ensure performance meets established City standards.
6. Coordinates activities regarding the development and assessment of department plans including coordination of GIS activities incorporated in other department's activities.
7. Prepares and presents statistical and narrative reports regarding information and communications system needs, solution strategies, and recommendations. Provides periodic progress on projects, upgrades, resource utilization, and production performance, as required.
8. Develops and maintains procedures, standards, and policies to ensure the security of data and limiting accessibility where necessary.
9. Establishes and maintains network variations such as local area networks, wide area networks, multi-user systems, and telephone systems; assists in designing the methods, hardware and software systems to allow for necessary exchange and accessibility of data and custom applications.
10. Evaluates new technical developments; advises the City on budget planning for City-wide technology replacements or upgrades.
11. Maintains the confidentiality of data, networks files, records, and reports as required by law, City policy, and procedures. Maintains disaster recovery and redundancy plans for the City's computer systems.

## Other Duties

- Assists in the training of employees (technical and non-technical) at all levels within the organization regarding the computer systems and software applications.
- Performs other duties as assigned.

## Minimum Qualifications

**Knowledge of:** Local area networks including the installation, maintenance, and operation of networks; principles and practices of employee supervision including training and coaching; hardware and software

requirements of a municipality; Microsoft Office Suite.

**Skill in:** Analyzing software applications and their integration abilities; troubleshooting and problem solving; communicating effectively with all levels within the organization; prioritizing tasks and effectively handling a wide variety of tasks simultaneously; prioritizing tasks and managing multi-tasking simultaneously; system design and mapping; accurately recording and organizing information; Microsoft Office Suite.

**Education:** Graduation from an accredited college or university with a Bachelor's degree in Computer Science, Information Systems, or related discipline. Master's degree in a related discipline is preferred.

**Experience:** Five years full-time computer or information systems work experience which includes networks and networking systems and supervisory and/or managerial experience.

**Licenses and Certifications:** Possess and maintain a valid state issued driver's license.

## Physical Demands Requirements and Working Conditions

This is primarily an office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset members of the public or their representatives while enforcing departmental policies and procedures.

## Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin. Must establish and maintain residency within 12 air miles of Joplin's City Hall.

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| Revision Date: 11/01/2021 | Type of Change: Update position |
| Revision details: City-wide job description revision and updates. | |