

TOWN OF WAYLAND POSITION DESCRIPTION

Title: Information Technology Director

Department: Information Technology

Appointing Authority: Town Administrator

Affiliation: Non-Union

Grade: N-13

Personnel Board Approved: 12/15/15

Summary of Duties

Professional, technical and administrative management and supervisory work in planning, directing, managing and overseeing the Information Technology (IT) network and infrastructure for the Town and Schools and the overall IT operation of the Town; all other related work as required.

Supervision Received

Reports to the Town Administrator and works under the general direction of the Town Administrator and the Superintendent of Schools. Performs highly responsible functions requiring the exercise of broad discretion and considerable independent judgment. Works independently, receives administrative and policy direction as needed.

Supervision Exercised

Directly supervises Town IT employees and shared Town/School IT employees in accord with established Personnel policies, by-laws and collective bargaining agreements; oversees outsourced managed services.

Job Environment

Work is generally performed in typical office conditions, with frequent interruptions and requests for information; attends Board of Selectmen and School Committee meetings as required; attends other Town board and commission meetings and forums as necessary.

Operates workstations, mobile devices as well as standard office equipment.

Makes regular contact with Town boards and committees, employees, department heads, consultants, vendors, municipal colleagues and the general public; contacts involve a wide-variety of complex issues; contacts require considerable judgment, persuasion, strategy, patience, courtesy, discretion and the ability to handle sensitive and confidential information in a professional manner.

Has access to Town-wide confidential information as stored in IT system.

Errors in judgment could affect the town's ability to deliver services and could result in substantial monetary and/or legal repercussions, could expose the town to certain legal liabilities, and could affect the public's confidence.

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.

Is responsible for overseeing all strategic, organizational and tactical IT needs for the Town; delivers services in a secured, effective and efficient environment.

Provides strategic leadership and vision to the Town, and works in collaboration with the School Department IT Director on all matters related to IT; leads the development and planning of strategic IT initiatives; provides direction to senior managers in integrating and aligning technology to meet the community's needs.

Plans, organizes, evaluates and directs IT operations to ensure the effective and efficient operation of the Department in accord with defined objectives; recommends a combination of staff and managed services to meet the needs of the town/school infrastructure; oversees the implementation of strategic IT initiatives to accomplish stated goals; monitors and reports on progress of initiatives.

Establishes policies and procedures for system-wide IT operations; educates the user community on compliance with policies and procedures; monitors activities to ensure conformity.

Establishes, oversees and enforces Town and School-wide security policies and protocols; ensures the security of information stored within the system or within the cloud; evaluates and provides for adequate firewall and perimeter testing to include virus protection and patch management protocols; sets forth appropriate disaster recovery and back-up programs.

Identifies needs and recommends equipment purchases, hardware and software installations, user training and user community support for the Town; works in collaboration with the School Department IT Director to do the same for the Schools.

Is responsible for all infrastructure, fiber network, hardware, networking and storage matters pertaining to IT; oversees all Town-wide computer operations, database

administration and technical support; oversees all outsourced service providers and vendors to maximize efficiencies and productivity.

Provides leadership to departments on alignment and integration of technologies; consults and meets with the user community; prepares evaluations and cost-benefit analysis of alternative technologies; coordinates and evaluates shared technologies amongst departments; makes recommendations on improving efficiencies.

Is responsible for the maintenance and upgrade of the physical inventory; schedules and plans equipment replacement; upgrades software as appropriate while maintaining required licensing.

Ensures adequate IT system storage capacity to meet growth requirements.

Provides an effective “Help Desk” model to address user community problems; establishes protocols for IT Customer Service expectations.

Manages all Town and School communication systems.

Annually prepares, recommends and submits both operational and capital budgets to the Town Administrator and School Superintendent for review and subsequent recommendation and presentation to the Finance Committee, manages approved budgets to ensure expenditures are within guidelines; periodically advises the Town Administrator and School Superintendent on the status of budgetary overages/shortages; develops, implements and monitors IT fiscal controls.

Appoints, disciplines, suspends, demotes, transfers or terminates IT personnel; all such actions shall be taken in accordance with applicable laws, collective bargaining agreements, personnel by-laws, personnel practices and policies.

Directs, leads, motivates, assigns work, schedules, and provides overall supervision and develops training for IT personnel; makes recommendations on appropriate staffing levels; is responsible for recruitment of personnel in conjunction with the Human Resources Department; reviews and evaluates work and performance.

Keeps abreast of industry trends and best practices for both operations and security.

Performs similar or related work as required.

Recommended Minimum Qualifications

Education:

Bachelor's Degree in Information Systems, Computer Engineering or related field; Masters Degree preferred.

Experience:

Over 7 years of related professional experience; experience in managing large, public facing voice and data networks with a wide variety of technical skills preferred.

Substitutions:

An equivalent combination of education and experience.

Licenses/Certificates:

Industry certifications in IT governance, project management, or industry products is desirable.

Knowledge, Abilities and Skills:

Thorough knowledge and demonstrated, progressive leadership in managing technical and analytical resources.

Knowledge of current leading IT service delivery methodologies to include virtualized environments and automated patch management.

Ability to develop, implement and direct an IT Risk Management Program.

Ability to articulate specific and measurable IT goals.

Ability to establish accountable IT service support.

Ability to develop and implement secure networks aligned with leading industry practices.

Ability to manage a diverse workstation environment to include automation efforts for service patch releases.

Ability to communicate effectively in both a technical and non-technical manner.

Ability to work with all levels of the organization, i.e., appointed and elected boards, department heads, and front-line staff and the general public.

Ability to identify goals and objectives and organize workload.

Ability to prepare, manage and review budgets.

Ability to administer and interpret regulations, policies and procedures firmly, tactfully, and impartially.

Ability to maintain the confidentiality of information and handle sensitive issues discretely.

Skill and experience in developing and implementing policies and procedures for information security and infrastructure operations.

Excellent organizational and budgetary skills.

Excellent interpersonal skills.

Skill in developing policies and procedures to ensure equity within the organization.

Physical Requirements

Light physical effort required to perform duties under typical office conditions.

Frequently required to sit, communicate, and move around the Town Building.

Occasionally required to move, push or pull items weighing up to 40 pounds.

Occasionally required to visit employee worksites outside of the Town Building.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.