

TOWN OF WAYLAND POSITION DESCRIPTION

Title:	Information Technology Manager
Department:	Information Technology
Appointing Authority:	Town Administrator
Affiliation:	AFSCME
Grade:	G-8
Personnel Board Approved:	2/4/04
Personnel Board Revised:	5/29/12

Summary of Duties

Performs a variety of highly technical and complex work ensuring that the network, infrastructure, hardware and software are properly functioning; requires the use of independent judgment in diagnosing and resolving technology-related problems.

Supervision Received

Works under the direction of the Town Administrator.

Supervision Exercised

May directly supervise staff if assigned.

Job Environment

Work is generally performed under typical office conditions with noise from office equipment and light traffic and little exposure to occupational risks, other than risk of electric shock. May be required to work beyond normal hours and on evenings or weekends for offline technology-related maintenance and installation.

Requires skill in the operation of computers, peripheral devices and cabling.

Has frequent contact with the user community, contractors and vendors; contacts generally involve equipment set-up, operations, general troubleshooting and software installation.

Travels to off-site locations to perform work for other departments; occasionally required to transport equipment to various off-site locations for repair.

Respects and maintains confidentiality of staff, volunteers, organization, project and personnel related information.

Errors could result in time loss, confusion and delay, poor public relations, reduced services to citizens, and failure to achieve program objectives.

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.

Manages Town technologies; provides technology support and training; analyzes system and operational processes; troubleshoots problems and maintains workstations; installs and tests new software patches; updates applications to appropriate versions.

Manages network operations to include troubleshooting connectivity problems; adds/terminates users; assigns rights and access; resets passwords; establishes e-mail addresses; assesses and reports on operational status; performs backups and restorations; ensures and maintains network connectivity.

Manages and maintains Microsoft Windows applications, systems, servers and Microsoft Exchange; may install or modify network servers, hubs, switches, routers, workstations, printers and other peripheral devices.

Provides first response support for technology-related problems at multiple work sites; quickly determines cause of technology problems and takes corrective action; assists staff in understanding and using technology.

Implements, administrates and maintains databases.

Ensures for the availability, continuity and security of data and information pertaining to the organization.

Monitors system performance, analyze operational problems and take appropriate corrective actions.

Maintains all appropriate documentation, files, logs and records required for the operations of the department; maintains inventories to include procurement and disposal of equipment.

Manages and safeguards all software licensing agreements and safeguards software media and associated licenses; ensures technology documents/certificates such as product registrations, SSL certificates, maintenance agreement, service contracts, etc. are

maintained; evaluates and updates related technology operations and/or technology services.

Manages the acquisition, installation and maintenance of hardware/software; manages maintenance & diagnostic service contracts and ensure compliance with all software licensing agreements.

Serves as technical liaison with vendors on software and hardware specification.

Performs routine preventive maintenance on hardware and software; applies techniques to protect data through physical security anti-virus methods and database recovery.

Develops and maintains technology policies, standards and procedures manual, develops and maintains technology checklist.

Presents and implements technological alternatives to streamline and improve productivity.

Maintains a thorough knowledge of the organization; adheres to all organization standards.

Keeps immediate supervisor informed of activities and recommends corrective actions.

Recommends to the Town Administrator the hiring and firing of department employees; supervises, directs, trains, reviews, disciplines and establishes work schedules and work assignments for all departmental employees consistent with Town by-laws, policies, procedures and applicable collective bargaining agreements; provides technical supervision of other staff as directed.

Oversees all administrative functions; directs daily operations; develops information technology procedures and documents; reviews, prepares and administers departmental budget; prepares annual report; makes recommendations for contracted services; authorizes the purchase of supplies; monitors and approves related expenditures.

Is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her control; develops annual technology goals and detailed plans for goal accomplishment.

Maintains knowledge on current technology by reading periodicals, evaluating new technologies and attending technical seminars and training sessions.

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications

Education:

Bachelor's Degree in Computer Science or a related field of endeavor.

Experience:

Over 4 years' experience working in a LAN/WAN environment with direct responsibility for the operation and maintenance of technology.

Substitution:

An additional 4 years of relevant experience may be substituted for the degree requirement.

Licenses/Certificates:

Must possess a valid driver's license to operate a motor vehicle.

Knowledge, Abilities and Skills:

Strong knowledge of personal computer software (including but not limited to: Adobe Photoshop; Adobe Writer; Internet Explorer, Microsoft Access, Microsoft Excel, Microsoft Outlook, Microsoft PowerPoint, Microsoft Word, Microsoft Publisher, Microsoft Visio) and related technologies.

Strong knowledge of infrastructure requirements, protocols and components of local and wide area networks; Windows Server Environment; Microsoft SQL Server; Microsoft Exchange; Internet Information Services, ORACLES; VMware Server Environment; backup systems; network/workstation peripherals; print servers; firewalls, spam & antivirus software; computer hardware (replacing hard drives, hardware drivers, etc.).

Ability to create and maintain accurate and detailed records and technical documentation.

Strong troubleshooting skills to decipher common error messages that confront most network users.

Ability to identify, gather and analyze information and resolve problems in a timely manner.

Ability to develop alternative technology solutions.

General knowledge of a wide variety of application programs (HTML, word processing, spreadsheets, and databases).

Ability to install the latest PC applications, troubleshoot and fix major system components from hard drives to CPU's.

Ability to learn new skills to improve job performance

Ability to read and interpret written information

Ability to develop effective working relationships with colleagues.

Ability to handle multiple problems and projects simultaneously.

Ability to maintain detailed, complete and accurate records.

Excellent communication skills; ability to communicate effectively, both orally and in writing; ability to communicate technical information to a user community.

Ability to deal with frequent changes, delays, or unexpected events.

Ability to manage confidential information.

Ability to operate a motor vehicle.

Excellent customer service skills.

Strong interpersonal, organizational, management and budgetary skills.

Physical Requirements

Occasional light to moderate physical effort required to perform duties under typical office conditions. Occasionally required to lift items and equipment weighing up to 25; pounds; frequently required to stand and walk; occasionally required to kneel, bend, reach, stoop, crouch and twist. Must have vision manual dexterity to install and maintain equipment and to operate a keyboard. Regularly required to talk and listen.

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.