

DIRECTOR OF INFORMATION TECHNOLOGY

DISTINGUISHING FEATURES OF THE CLASS: This is an important administrative position involving responsibility for supervising, coordinating and supporting municipality-wide information technology and telecommunications activities. The incumbent supervises, trains and assists personnel involved in all aspects of technology services including software and hardware installation, repair, technical support and training. Supervision is exercised over the work of all technology staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only) Supervises, trains and provides assistance to information technology staff; Participates in committee meetings including but not limited to Board of Education/Supervisors, Capital Projects, Technology Planning, etc; Oversees the development and implementation LAN (Local Area Network) and WAN (Wide Area Network) strategic technology plans for all departments; Directs the installation of LAN/WAN equipment and systems including configuring workstations and installing switches, routers, modems and wiring, and loading server and personal computer software; Diagnoses and resolves systems, hardware and software problems; Establishes, coordinates and maintains schedules and priorities for the utilization of services, programming and training; Performs administrative duties such as departmental purchasing of hardware and software, managing service contracts and outsourcing services; Develops an annual municipality-wide technology budget for review and approval; Researches new technologies to identify future technology needs of the municipality; Plans and implements new technology projects and establishes and maintains documentation of associated costs; Coordinates the acquisition of computer hardware, software and supplies and establishes and maintains an inventory of same; Prepares a multi-year cost analysis for the purchase of technology equipment; Prepares competitive bid specifications for providing hardware, software and staff development requirements; Provides technical advice and assistance to end users municipality-wide in the identification and solution of technology problems, as well as instruction on new equipment, software or programs; Develops and maintains vendor partnerships.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the overall operation of information technology systems; Thorough knowledge of LAN and WAN network systems including those used for telecommunications; Thorough knowledge of the operation of computer hardware and software; Good knowledge of the computer hardware and software industry and products; Good knowledge of modern office terminology, procedures and equipment; Ability to plan, organize, coordinate, administer and evaluate the effectiveness of program plans and provision of services related to information technology; Ability to design, install, update and maintain LAN and WAN networks including those used for telecommunications; Ability to plan and supervise the work of others; Ability to communicate effectively both orally and in writing; Ability to establish and maintain effective working relationships with others; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree in Management Information Systems, Computer Science, Information Technology or a closely related field and two (2) years experience which includes supervision of others; OR
- B. Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree and six (6) years experience in Information Technology which includes supervision of others; OR

NOTE: A valid NYS drivers license is required at time of appointment and maintained during employment.

Non-Competitive Policy Influencing
Approved 3/22/04
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