



INFORMATION TECHNOLOGY DIRECTOR

Regular, Full-time

Salary Grade: D-36

Union Status: Non-represented

FLSA Status: Exempt

EEO Category: Professionals

Nature of Work

Under the general direction of the Chief Administrative Officer, this position is responsible for directing, managing, planning and coordinating the functions and activities of data operations and technology services citywide. This position will oversee all of the City's computer and data communications systems including the wide area data network, Microsoft network systems, personal computers, Windows operating system, enterprise **SQL** database servers and applications, and associated software. A high level of technical expertise, communication skills and initiative is required to make key technology-related decisions and integrate the work of a number of personnel to achieve strategic, program and city-wide automation objectives.

The IT Director is a driver of technological innovation, providing guidance on the technology needs of the City for the present and future. Identifying the gaps and providing solutions to ensure the City remains agile as internal and external circumstances change. The Deputy Director will serve as a business partner to the council and city departments to ensure technology is aligned with City objectives.

Essential Functions

- Develops long-range needs and systems analysis to ensure integration of all the City's functions involving the City's various network operating systems and databases and the use of the personal computers throughout the City.
- Plans, develops, implements and monitors the city-wide standards for hardware and software; monitors the proper operation of computer systems and backup procedures, and coordinates software usage and database development.
- Develops and manages technology programs and projects to meet city and department strategic objectives.
- Confers with upper management and City Council on matters concerning major departmental activities and provides technical advice on department programs; evaluates changes and new developments in technology, information systems, computer hardware and software. Recommends which changes would improve the operation of City's information technology functions and negotiates with vendors and consultants to reach the best solution for the City.
- Prepares annual operating and capital budget for all areas of Information Services.
- Supervises the activities of departmental personnel to include scheduling, assignment and review of work; providing assistance, evaluating performance and making hiring, termination and pay change recommendations.
- Develops, negotiates, manages and administers all computer systems agreements, and bid packages for major technology purchases, maintenance and consulting with City departments; monitors vendor performance according to contracts/agreements.
- Supervises, monitors, and coordinates projects providing instructions and assignments to staff

and by clarifying and resolving problems and technical issues. Provides hands-on technical implementation of such projects.

- Maintains City of Des Moines web and intranet sites.
- Serves as the Information Technology department compliance officer, working collaboratively with departments across the City to strive for compliance in the computing environment; meets with department representatives in the areas of Criminal Justice Information Systems (CJIS) and the Public Records Act to ensure proper governance of data and security.
- Maintains the operation of data communications links with offsite locations.
- Maintains and monitors computer management system ensuring all systems are fully patched and protected.
- Diagnoses, repairs applications and systems problems.
- Administers the City Local Area Network (LAN), Wide Area Network (WAN) Computer System and ancillary equipment (printers, tape drives, plotters, modems) and provide technical consulting and training of City staff on operation and maintenance of equipment.
- Administers operating systems, firewalls, SQL databases and other network resources to ensure that systems are performing optimally.
- Defines, records, tracks and troubleshoots technical problems; assures solutions by contacting appropriate resources, personnel or vendors.
- Performs systems development, hardware and/or software installation, or local area network service.
- Maintains backup/disaster recovery procedures and practices protecting the integrity of Internet and intranet website data.
- Configures server and firewall security so that Internet content is served only to the intended audience. Promotes and implements sound security procedures to protect City data from unauthorized intrusions.
- Monitors and tests status of communications network and equipment including troubleshooting, tracking and resolving network, user and communication problems.
- On call 24x7 for issues that cannot be resolved during regular business hours.
- Establishes and maintains cooperative, effective working relationships with co-workers, other City employees, and the general public using principles of good customer service.
- Reports for scheduled work with regular, reliable and punctual attendance.
- Performs other duties as assigned, including but not limited to being assigned to work in other functional areas to cover absences or relief, equalize peak work periods, or balance the workload.

Necessary Knowledge, Skills, and Abilities

- Knowledge of effective management, organization and resource management of Information Technology and Communication systems.
- Knowledge of administration, management, support and development of complex technologies.
- Ability to maintain the City's computer network, hardware, software.
- Ability to provide strategic planning and budgeting for City technology requirements.
- Ability to analyze and develop long-range technology initiatives.
- Ability to prioritize and direct daily operations of City computer-related activities.
- Ability to effectively train, supervise and evaluate employees in a municipal setting.
- Ability to prepare procedures, policies, reports and other written material.
- Ability to communicate effectively, orally and in writing to both technical and non-technical technology users.
- Ability to maintain fair, equitable and cooperative working relationships with others.
- Ability to work independently and display initiative.

- Ability to plan and organize work.
- Ability to maintain a high standard of professionalism.
- Ability to perform the essential functions of the position.

Education and Experience Requirements

- Five years of related computer work including three years' experience operating and maintaining a Microsoft Active Directory computer network with at least fifty users and; three years of progressively responsible related experience in information services management, as well as programming languages and applications or a combination of education, experience and training that indicates the ability to successfully perform the essential functions of the position.
- Bachelor's Degree in computer science or related field desired.
- Two years of supervisory technology management experience preferred.
- Experience in a municipal setting preferred.

Special Requirements

- Occasional weekend and evening work as required.
- Possession of and the ability to maintain throughout employment a valid Washington State Driver's License with a good driving record.
- Successful completion of a pre-employment background and criminal history check.
- Because of the known effects of tobacco use, the City of Des Moines does not hire applicants who use tobacco products.

Working Conditions and Physical Abilities

Work is primarily performed indoors in a clean, climate-controlled workspace. Required to sit, talk, and heard; frequently required to use hands to finger, feel or handle writing instruments, computers and office supplies which require repetitive arm, wrist and hand movement. Occasionally required to stand and reach with arms and hands, climb, balance, stoop, kneel, crouch, end and crawl. Specific vision abilities include close, distant, color, peripheral, depth perception and focus adjust. The employee is occasional required to lift or move up to 50 pounds. The position requires the ability to drive between multiple locations. The position requires mental acuity to ensure thorough mental analysis of situations in a fast-paced environment. Employee is required to maintain confidentiality of information within the department.

Equal Opportunity Employer

- The City of Des Moines is committed to hiring a diverse workforce and all qualified applicants, including all ethnic backgrounds and persons with disabilities, are encouraged to apply. The City is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, sexual orientation, veteran status, disability status, or any other basis prohibited by federal, state, or local law.
- In accordance with the Americans with Disabilities Act, an employer is obligated to make a reasonable accommodation only to the known limitations of an otherwise qualified

individual with a disability. In general, it is the responsibility of the applicant or employee with a disability to inform the employer that an accommodation is needed to participate in the application process, to perform essential job functions or to receive equal benefits and privileges of employment.

General Information

- The statements contained herein reflect general details as necessary to describe the principal functions for this job classification, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.
- The physical abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The provisions of this job description do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.
- Updated 2023.