Job Description

Position: Information Technology Director
Primary Location: Town Hall
Employment Status: Full-time, Salaried, Exempt
Reports To: Select Board
Description Updated On: September 15, 2021

Summary/Objective
The Director of Information Technology is responsible for planning, organizing, directing, supervising and evaluating the acquisition and application of technology in support of all Town of Milford activities; coordinating the development and implementation of the Town of Milford's technology master plan; coordinating, organizing and supervising staff development, training and technical guidance in software, educational technology and use of systems; assisting in the development of the Town of Milford's technology budget and pursuing alternative funding sources. Directs the governance, control, policy, security, and effective use of data assets. The employee plans, coordinates, directs, and designs all operational activities of the IT department, as well as provides direction and support for IT solutions that enhance mission-critical business operations. The Director of Information Technology works closely with decision makers in other departments to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization.

Essential Functions
- Formulates and deploys long-term strategic plans for acquiring and enabling efficient and cost-effective information processing and communication technologies.
- Manages IT department operational and strategic planning, including business requirements, project planning, and organizing and negotiating the allocation of resources.
- Collaborates with internal and external stakeholders (e.g., other administrators, hardware/software providers, consultants, auditors, public agencies, community members, etc.) for the purpose of implementing and/or maintaining services and programs.
- Develops and monitors the Town of Milford web site for the purpose of providing information regarding the activities of the Town of Milford.
- Develops liaisons with business sources and school support groups for the purpose of subsidizing the acquisition of new technology by soliciting and obtaining funding, hardware, software, expertise and/or community support.
- Directs department operations; the maintenance of services and the implementation of new programs and/or processes for the purpose of providing services within established timeframes and in compliance with related requirements.
- Responsible for information protection and privacy, governance, data quality, and data life cycle management. Formulates policy to optimize, secure, and leverage information as an asset by aligning the objectives of multiple functions. Responsible for proprietary metadata management and integration.
- Facilitates technology meetings, workshops, seminars, etc. (e.g., technology committee, personnel

actions, financial procedures, regulatory requirements, actions involving outside agencies, etc.) for the purpose of identifying information technology issues, developing recommendations, supporting other staff, and serving as a Town of Milford IT representative.

- Manages the development of the Town of Milford-wide area and local area networks for the purpose of ensuring the efficient growth and development of productivity computing for classified/support staff and Town of Milford administrators.
- Monitors budget allocations, expenditures, fund balances and related financial activities for the purpose of ensuring that allocations are accurate, revenues are recorded, expenses are within budget limits and/or fiscal practices are followed.
- Participates in a variety of meetings (e.g., leadership, workshops, inter and intra Town of Milford committees, community and public agencies, seminars, conferences, etc.) for the purpose of conveying and gathering information regarding a wide variety of subjects required to carry out their administrative responsibilities.
- Performs IT personnel administrative functions (e.g,. hiring, counseling, training, supervising, evaluating, providing professional development opportunities, etc.) for the purpose of maintaining necessary staffing of the IT Department, enhancing productivity of staff, and ensuring necessary department/ program outcomes are achieved.
- Performs and assists in data investigations internally and externally in conjunction with Town Counsel, Human Resources and/or Town Administrator.
- Performs formal public records requests.
- Prepares a wide variety of reference, presentation, policy, and administrative materials (e.g., plans, budgets, funding requests, reports, analyses, recommendations, procedures, etc.) for the purpose of documenting activities, requests, and issues; provides audit references, and/or meeting compliance requirements.
- Provides leadership and technical support for the purpose of designing, developing, and maintaining an efficient, unified, and fully integrated technology system.
- Researches topics related to current and emerging technology (e.g. relevant policies, current practices, staffing requirements, financial resources, etc.) for the purpose of developing new programs/services, ensuring program compliance with established requirements, securing general information and/or responding to requests.
- Where necessary, re-engineers applications support to ensure it aligns with business processes, tactical planning, and strategic vision.
- Defines and communicates project milestones, service level agreements, and resource allocation to executive team, department leads, support staff, and end users.
- Reviews performance of IT systems to determine operating costs, productivity levels, and upgrade requirements. Benchmarks, analyzes, reports on, and makes recommendations for, the improvement of the IT infrastructure and IT systems.
- Develops bid requirements for all hardware and software upgrades, reviews submitted bids for compliance with stated requirements, and makes the appropriate award.
- Authorizes and oversees the deployment, monitoring, maintenance, development, and support of all hardware and software based on department needs.
- Develops business case justifications and cost/benefit analyses for IT spending and initiatives.
- Oversees provisions of end-user services, including help desk and technical support services.
- Develops and implements, once approved, all IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision.
- Oversees negotiation and administration of vendor, outsourcer, and consultant contracts and service agreements.
- Establishes and maintains regular written and in-person communications with the organization's executives, department heads, and end users regarding pertinent IT activities.

Required Qualifications, Education, and Experience
- Bachelor's Degree (Master's degree preferred) with concentrations in Information Technology Management, Computer science, Information Systems or similar field, and a minimum of 15 years related work experience.

- Certifications in CISA, PMP, MSCE, HIPAA, Microsoft 365 Certified, ConnectWise, LabTech, MCSA SQL Administration, ITIL and ITSM Microsoft, Dell, Apple, Cisco, Cyber Security

Knowledge, Skills & Abilities
- Must have knowledge of federal, state, and municipal laws, regulations, and procedures relating to the function of an IT department as well as record retention, public records handling, network security, and data confidentiality.
- Demonstrated IT infrastructure strategic planning and development knowledge, project management, and policy development.
- Demonstrated ability to apply IT in solving business problems
- Knowledge of business theory, business processes, inter-governmental procedure, management, budgeting, and business office operations.
- Knowledge of systems design and development from business requirements analysis through to day-to-day management.
- Solid understanding, and technical knowledge of, current network and PC operating systems, hardware, protocols, and standards.
- Ability to communicate appropriately and effectively with people through spoken, written, listening and reading skills; ability to learn and to train staff members; ability to multi-task and perform multiple projects is required. Ability to conduct and direct research into IT issues and products and present ideas in business-friendly and user-friendly language.
- Proficient computer, mathematical, recordkeeping and clerical skills; excellent written and oral communication. Effective problem solving and analytical skills. Strong leadership and interpersonal skills, with the ability to establish and maintain effective working relations with the different town departments.

Physical and Mental Job Requirements
The functions of this role are typically conducted in an office environment. However, moderate effort may be required for such tasks as lifting, loading, pulling, or pushing computer and related office equipment; occasionally required to lift equipment and supplies weighing up to 50 pounds. Employee may be required to sit for extended periods of time.

- Mental requirements:
  - Understand and apply routine verbal and/or written instructions
  - Understand and apply non-routine verbal and/or written instructions
  - Understand complex problems and collaborate to explore alternative solutions
  - Organize actions to complete sequential and/or routine tasks
  - Organize and prioritize individual work schedule to manage multiple tasks and/or projects
  - Organize and prioritize the work schedules of others to manage multiple tasks and/or projects
  - Make decisions that have an impact on the individual's work
  - Make decisions that have an impact on the immediate work unit's operations and/or services
  - Make decisions that have significant impact on a department's credibility, operations, and/or services
  - Communicate and exchange routine/basic information
  - Communicate and explain a variety of information
  - Communicate in-depth information for the purpose of interpreting, and/or negotiating

- o Memorization/concentration
- o Learning/knowledge retention
- o Analyzing/examining/testing data
- o Emotional/behavioral self- regulation
- o Interacting with others

Work Environment

Work is performed under typical office conditions; the employee is required to travel between town buildings; work environment is moderately quiet, with exposure to hazards related to working with electrical devices. The employee is required to work outside of normal business hours periodically to perform duties and is on call to respond to emergency situations.

Hours of Work

- This role is paid on a salaried basis.
- Typically, full-time salaried employees work 35 hours during a Monday through Friday workweek. However, this is a salaried position; the individual is expected to work as required to complete the duties of the position and this may mean hours beyond 35 per week are required.

AAP/EEO Statement

The Town of Milford is committed to a firm policy in favor of equal employment opportunity and will abide by all applicable state and federal regulations by not discriminating against any applicant or employee on the basis of race, religion, color, creed, sex, age, national origin, citizenship status, marital status, sexual orientation, gender identity and expression, disability or veteran status. Our commitment to equal employment opportunities shall include employment, upgrading, promotion, demotion, transfer, leaves or other absences from work, layoff, compensation and benefits, selection for training or other education, professional opportunities, and conflict resolution.

It is also the policy of the Town of Milford to take affirmative action to employ and to advance in employment, all persons regardless of their status as women, minorities or individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements.

Please inform us of any necessary accommodations required during the application process and/or at any time during employment.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.

Signatures

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee_____ Date_____

Hiring Manager_____ Date_____