



Job Description

Position: Information Technology Manager
Primary Location: Town Hall
Employment Status: Full-time, Salaried, Exempt
Reports To: IT Director
Description Updated On: October 7, 2021

Summary/Objective

The Information Technology Manager maintains functional operation of information technology equipment and systems and provides quality IT support to clients using a high degree of customer service, technical expertise, sense of urgency, and timeliness. This is a hands-on, supervisory position responsible for managing the daily operations in the Town of Milford's IT Department. This position further maintains the security of the Town's technology and prohibits, eliminates, and reduces threats to the information technology system(s) of the Town. The employee is responsible for the supervision of one (1) full-time employee.

Essential Functions

- Manages and establishes the framework for the Town of Milford IT Department. This includes but is not limited to the following: Department/Town-wide standards, policies, procedures, procurements, goals, and commitments to the Town of Milford's ongoing IT needs.
- Oversees the technology assets for the Town of Milford and disposal of these assets.
- Prepares, plans, and manages the implementation and configuration of technology equipment refreshes.
- Performs team management, professional development, training, and participates in hiring decisions.
- Records incidents, requests, and changes as they are reported but also serves as the final escalation point to assist in the resolution of incidents and requests.
- Acts as a liaison to the Milford Public school's IT department to help resolve incidents, requests, and problems as needed.
- Provides to the IT Director reports detailing departmental metrics and the status of projects.
- Recommends to the IT Director standards for the purchase of desktop systems, laptops, hand-held devices, software, and peripherals at a town-wide level.
- Continually reviews and recommends to the IT Director improvements associated with workflow, call handling, classification and routing of calls, and the subsequent logging, tracking, prioritization, escalation, and timely follow-up on calls. Ensures work in these areas is done properly.
- Oversees the system administration for designated applications, services, and servers within the IT Department.
- Duties include administration, support, customer interaction, product research, business analysis, IT purchasing, and software license management.
- Manages incident responses, and service request completions and is responsible for the design, planning, and implementation of projects which will maximize existing technologies and integrate new services/solutions. The IT Manager is responsible for establishing and maintaining a variety of relevant

- KPIs to track, measure, and maintain the performance and integrity of the department
- Serves as liaison with 3rd party hardware/software vendors or consultants in support of IT services and equipment.
- Gives presentations, provides training/instruction, and attends Select Board meetings when needed.
- Assumes additional responsibilities as may be determined by the IT Director, Town Administrator, or the Select Board.
- Advises of technical advancements and upgrades.

Required Qualifications, Education, and Experience

- Bachelor's degree in field related to Computer Science, Information Technology, or Business and Information Technology with a minimum of five (5) years' experience providing support services within a technology department as well as strong troubleshooting and maintenance ability for the following: servers, desktops, laptops, printers, scanners, handheld devices, software, active directory, ERP's, networking, backups, email, and telecom or an equivalent combination of education and experience.

Preferred Qualifications, Education, and Experience

- Experience working in a municipality or public educational environment.
- Certifications in Microsoft, Dell, Apple, Cisco, IT Security etc.
- Knowledge of Help Desk ticketing systems such as School Dude, Heat, Track-It.
- Telecom experience.
- Familiarity with the ITIL framework and ITSM principles.
- Proficient in Microsoft Windows software, including server, office, 365 and exchange.

Knowledge, Skills & Abilities

- Current with federal, state, and municipal laws, regulations, and procedures relating to the function of an IT department; record retention, network security, and data confidentiality.
- Proficient computer, mathematical, recordkeeping and clerical skills; proficient written and oral communication. Effective problem solving and analytical skills. Strong interpersonal skills, with the ability to establish and maintain effective working relations with various Town departments.
- 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.
- Must have excellent management and leadership skills as well as the ability to multi-task and exhibit time-management skills, with the ability to prioritize tasks.
- Must be highly organized and detail oriented with excellent analytical and problem-solving skills.

Physical and Mental Job Requirements

- Duties of the job involve minimal risks. Exposure to electrical shock is possible. 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. Ability to operate a motor vehicle and work at Town buildings in various conditions.
- 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
- Communicate and exchange routine/basic information
- Communicate and explain a variety of information
- Memorization/concentration
- Learning/knowledge retention
- Analyzing/examining/testing data
- Emotional/behavioral self- regulation
- Interacting with others

Work Environment

- The functions of this role are generally conducted in an office environment.

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, and the individual is expected to work as required to complete the duties of the position. 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. Duties, responsibilities, and activities may change at any time with or without notice.

Signatures

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

Employee_____ Date_____

Hiring Manager_____ Date_____