

<b>Position Title:</b>	Director, Information Technology	<b>Grade Level:</b>	V
<b>Department</b>	Information Technology	<b>Date:</b>	2020
<b>Reports to:</b>	Director of Finance	<b>FLSA Status</b>	Exempt

**Statement of Duties:**

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.

The employee will plan, coordinate, direct, and design all operational activities of the IT department, as well as provide direction and support for IT solutions that enhance mission-critical business operations. The Director of Information Technology will work closely with decision makers in other departments to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization.

**Supervision Required:**

Under the administrative direction of the Board of Selectmen, working from municipal policies and objectives; individual establishes short and long-range plans and objectives, department performance standards and assumes direct accountability for department results. Consults with the Board of Selectmen and other department heads, where clarification, interpretation, or exception to the municipal policy may be required. The employee exercises control in the development of departmental policies, goals, objectives and budgets.

**Supervisory Responsibility:**

The employee, as a regular and continuing part of the job, leads other workers in accomplishing assigned work and also performs non-supervisory work that is usually of the same kind and levels as is done by employee(s) being supervised. The employee is accountable for the quality and quantity of work done by subordinates and assures the accomplishment of the assigned work in the prescribed manner. The employee plans, schedules and coordinates work operations to meet schedules, deadlines and priorities; revises work schedules to meet changes in workload or availability of manpower. Assists or oversees the personnel function of the department, including or effectively recommending hiring, training, and disciplining of department employees. The employee is responsible for the supervision of one (1) full-time employee.

**Confidentiality**

Has regular access, at town level, to a wide variety of confidential information, including sensitive personnel and client records in accordance with the State Public Records Law. The employee is expected to act with the highest integrity and is responsible for maintaining confidentiality of all records, whether designated confidential or not.

**Judgment:**

The work requires the employee to examine, analyze and evaluate facts and circumstances surrounding individual problems, situations, or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices, and precedents, which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate

actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, interpreting and enforcement of federal, state and local laws.

**Complexity:**

The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact-finding techniques; or determining the methods to accomplish the work.

**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.

**Nature and Purpose of Relationships:**

Relationships with co-workers and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Skillful negotiating and achieving compromise are required to secure support, concurrence and acceptance or compliance. More than ordinary courtesy, tact, and diplomacy may be required to resolve complaints. The employee represents to the public, a functional area of the municipality on matters of procedures or policy where perceptiveness is required to analyze circumstances in order to act appropriately.

**Occupational Risk:**

Duties of the job involves minimal risks. Exposure to electrical shock and hazardous chemicals are possible.

**Accountability:**

Consequences of errors, missed deadlines or poor judgment could result in adverse public relations, missed deadlines, excessive costs, delay of service delivery, jeopardized programs, or legal repercussions to the town.

**Essential Functions:**

The essential functions or duties listed below are intended only as illustrations of the various type 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.

**Strategy & Planning:**

- Formulate and deploy long-term strategic plans for acquiring and enabling efficient and cost-effective information processing and communication technologies.
- Manage IT department operational and strategic planning, including business requirements, project planning, and organizing and negotiating the allocation of resources.
-

## **Operational Management**

- Collaborates with internal and external personnel (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.
- 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 other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.
- 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.
- 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; providing 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-engineer applications support to ensure it aligns with business processes, tactical planning, and strategic vision.
- Define and communicate project milestones, service level agreements, and resource allocation to executive team, department leads, support staff, and end users.
- Develop and review budgets for, and from the IT department and ensure they comply with stated goals, guidelines, and objectives.
- Review performance of IT systems to determine operating costs, productivity levels, and upgrade requirements.

- Benchmark, analyze, report on, and make recommendations for, the improvement of the IT infrastructure and IT systems.
- Develop bid requirements for all hardware and software upgrades, reviews submitted bids for compliance with stated requirements, and makes the appropriate award.
- Authorize and oversee the deployment, monitoring, maintenance, development, and support of all hardware and software based on department needs.
- Develop business case justifications and cost/benefit analyses for IT spending and initiatives.
- Direct research on potential technology solutions and implementations in support of new initiatives, opportunities, and procurement efforts.
- Oversee provision of end-user services, including help desk and technical support services.
- Develop and implement, once approved, all IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision.
- Oversee negotiation and administration of vendor, outsourcer, and consultant contracts and service agreements.
- Establish and maintain regular written and in-person communications with the organization's executives, department heads, and end users regarding pertinent IT activities.

### **Recommended Minimum 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 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.
- Highly motivated self-starter, self-directed and attentive to detail.
- Ability to effectively prioritize, multi-task and execute tasks in a high-pressure environment.
- Current with federal, state and municipal laws, regulations, and procedures relating to the function of an IT department; record retention, public records handling, network security, and data confidentiality.
- In-depth experience dealing with complex political relations from a Federal, State and Local context and the ability to manage those relations while still maintaining the Town of Milford's best interests.

### **Knowledge, Abilities and Skill**

#### **Knowledge:**

- Proven experience in IT infrastructure strategic planning and development, project management, and policy development.
- Solid understanding, and technical knowledge of, current network and PC operating systems, hardware, protocols, and standards.
- Experience with systems design and development from business requirements analysis through to day-to-day management.
- Knowledge of business theory, business processes, inter-governmental procedure, management, budgeting, and business office operations.
- Demonstrated ability to apply IT in solving business problems.
- Superior understanding of the organization's goals and objectives.

#### **Abilities:**

- 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.

**Skill:**

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 Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

**Physical Skills:**

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.

**Motor Skills:**

- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.

**Visual Skills:**

Position requires reading routine\complex documents and using computers for analytical purposes.

**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**