

Director of Information Technology & Security

Job Summary:

Performs complex professional and administrative work relating to the management of functions which directly support the internal operations of the City including complex computer systems and networks, integrated public safety and emergency services systems, complex telephone and radio communications networks and components. Work involves setting policies and goals under the direction of the City Manager or his/her designee. Departmental supervision is exercised over all personnel within the Information Technology & Security Department (“IT Department”).

Distinguishing Characteristics:

This is a single position classification that is part of the City’s executive leadership team. Incumbent is an at-will employee, with no permanency rights. This position directly supervises all personnel assigned to the IT Department.

ESSENTIAL DUTIES

(These functions are representative and may not be present in all positions in the class. Management reserves the right to add, modify, change, or rescind related duties and work assignments.)

1. Maintains the City’s core IT infrastructure, including servers, network, desktops, multi-functions machines and phones.
2. Manages the deployment, monitoring, maintenance, development, upgrade and support of all IT systems, including servers, operating systems, hardware, software, phones and peripherals.
3. Confers with the City Manager, Assistant City Manager, Deputy City Manager and department heads concerning technology strategies and needs.
4. Independently writes staff reports and presents materials to elected and appointed officials.
5. Facilitates the development and implementation of an ongoing strategic technology plan for the City.
6. Manages City IT projects by, setting project goals, maintaining project timeframes, coordinating project team members and establishing relationship with vendor liaison.
7. Manages all changes to production applications, servers, networks and systems to ensure that there are no unscheduled interruptions to service.
8. Develops specifications, policies and standards to guide the deployment of infrastructure
9. Leads in the development and administration of the IT annual program budget
10. Forecasts additional funds needed for staffing, equipment, materials and supplies.
11. Directs the monitoring and approval of expenditures and recommends adjustments as necessary.
12. Establishes and implements short- and long-range IT Department goals, objectives, policies and operating procedures.
13. Designs the IT architecture for the City on an enterprise level.
14. Defines system and application architecture.

15. Develops, recommends, and executes strategic plans by mapping information technology capabilities to business needs.
16. Assists in developing policies, guidelines, standards and procedures.
17. Documents relationships between business rules and information technology solutions.
18. Responds to grievances and other similar items related to IT Department.
19. Selects, trains, motivates, and evaluates staff.
20. Provides and coordinates training for IT Department staff, and City-wide IT trainings.
21. Works with employees to correct deficiencies.
22. Implements discipline and termination procedures.
23. Coordinates assigned activities with other departments, external agencies and organizations.
24. Identifies emerging information technologies to be assimilated, integrated, and introduced within the City; assesses new computing technologies to determine potential value for the City.
25. Maintains the integrity of City data through information security and access management; ensures the security of the information systems, communications lines, and equipment.
26. Manages vendor relationships focusing on scheduling needed servicing, negotiating purchasing, and communicating any product or service-related concerns.
27. Keeps up-to-date on new emerging technologies.
28. Searches for and compiles requested information in City systems, including but not limited to, e-mail, phones, on premises and cloud storage devices to fulfill open records requests, and organizes and provides information to requestor upon completion of search.
29. Manages and directs virtual meetings, recording and other related activities.
30. Collaborates with both Public Safety and Emergency Services in response to emergencies.
31. Participates in City Council and other work-related meetings.
32. Represents the City at various functions and events, including legal proceedings.
33. Works safely, follows safe work practices, and identifies and reports unsafe work conditions.
34. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Education & Experience:

Minimum of a bachelor's degree in IT, System/Software Engineering or a related field. And a minimum of six (6) years of work experience performing IT functions within a public agency, including at least three (3) years in a supervisory/management role. Required work experience must include previous experience drafting IT policy and procedures.

Knowledge of:

- City policies, procedures, regulations, agreements and programs
- Supervisory principles and practices
- Theories, principles and practices of information systems, including advanced technology, systems, integration, state-of-the-art hardware and software systems
- Applicable local, state and federal laws, rules and regulations governing information systems within a public agency environment

- Cloud technologies
- Broadcasting and video recording and editing
- GIS theory and systems
- Long-range information systems strategic planning methodology and techniques
- Modern management theory
- Project management principles and application
- Cloud strategy, architecture and technology adoption
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Oral and written communication skills
- Interpersonal skills using tact, patience and courtesy
- Budgeting practices regarding monitoring and control

Skills & Ability to:

- Plan, organize and direct the work of information systems functions
- Analyze situations, identify problems, implement solutions and evaluate outcomes
- Oversee and manage large-scale projects serving a diverse group of stakeholders across multiple business units
- Understand, interpret and apply laws, rules, regulations, policies, procedures, contracts, budgets and labor/management agreements
- Use GIS effectively
- Prepare comprehensive reports and correspondence
- Interact professionally with various levels of employees, elected officials and outside representatives
- Establish and maintain cooperative and effective working relationships with others
- Identify system risks and implement corrective measures
- Analyze situations accurately and adopt an effective course of action
- Communicate effectively orally and in writing
- Determine strategies to achieve goals
- Plan financial and staffing needs
- Make financial decisions within a budget
- Apply procurement procedures and contract administration
- Assess emerging technologies and innovations and evaluate their application to solving City goals
- Maintain sensitivity to ethnic, religious, cultural and sexual differences

License & Certificates:

Possession of a valid California Class C driver's license. Employees in this classification will be enrolled in the Department of Motor Vehicles (DMV) Government Employer Pull Notice Program which confirms possession of a valid driver's license and reflects driving record.

WORKING CONDITIONS

Physical Requirements & Working Conditions:

Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis. Positions in this class normally:

- Require vision (which may be corrected) to read small print
- Perform work which is primarily sedentary
- Interacts with personnel and data through physical and virtual means
- Must be available to work on City Council meeting days
- May be required to use personal vehicle in the course of employment.
- Is subject to inside and outside environmental conditions.
- May be required to attend periodic evening meetings and/or to travel within and out of City boundaries to attend meetings.
- May be required to work evenings or weekends.