

City of Oregon City

Position Description

Position: Information Technology Director	Management
Department/Site: Information Technology	FLSA: Exempt
Evaluated by: City Manager	Salary Grade: 170

Classification Summary

Under general direction of the City Manager, plan, organize and direct the City's Information Technology programs, services, and systems. Ensures computer, telephone and network support to system users, and evaluates City and departmental needs and requirements, and ensures delivery of services.

Distinguishing Characteristics

The Information Technology Director is a working management positions requiring advanced level training and knowledge of information systems and local government services. Placement to this classification would require advanced technical knowledge and skills, the ability to think critically and skills to effectively build and lead a team of professionals.

Typical Duties and Responsibilities

The list of duties is a representative sample of the work appropriate to this class and does not include all the duties or specific tasks that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:

1. Direct the development and implementation of department goals and objectives; assumes full management responsibility for the department's services and activities.
2. Supervise and provide direction, leadership and technical assistance to assigned support staff on all network and telecommunication programs, including prioritizing and developing work plans, evaluating staff performance, monitoring progress on projects, interpreting policies and procedures, establishing standards, making hiring and termination recommendations, making pay rate change recommendations and providing training and development for staff.
3. Ensure IT Department can provide effective computer support to all system users such as problem resolution, operational enhancement, and provision of computer resources to meet the needs of the users. Determine likely causes of problems, the best solution, alternative solutions and resources required.
4. Oversee computer network administration including overseeing disk space and memory management, backup schedules, e-mail delivery, user access, security, performance standards and problem resolution.
5. Oversee and participate in the implementation of City's data automation plans including determining priorities, schedules, resource acquisition, vendors, project management and establishing and enforcing system policies and procedures.
6. Oversee network security including ensuring network integrity, file protection, virus detection and elimination and intruder detection and prevention.
7. Responsible for the security functions of the City systems and will ensure compliance with PCI, CJIS and other standards.

8. Plan City's data automation architecture by evaluating current and anticipated departmental and City requirements. Determine requirements necessary and evaluates alternatives to develop an automation system which performs quality work and remains within budget.
9. Prepare the annual budget for Information Services including determining services, capital purchases and allocation of resources. Monitors departmental expenditures and evaluates service effectiveness.
10. Advise the City Manager, City Commission and staff on information Technology systems and service matters. Prepare complex reports and written correspondence. Prepare and conduct public presentations before City Commission and City leadership.
11. Work collaboratively with other agencies who provide critical IT systems/support to City Departments
12. Continually assesses business risks and ensures appropriate level of cybersecurity.
13. Performs other duties of a similar nature or level.

Minimum Qualifications

Knowledge of

- Management theories and principles.
- Budgeting theories and principles.
- State and federal laws governing public information and the privacy act.
- Computer network structures.
- Network operating structures.
- Detailed knowledge of computer hardware, software and peripherals.
- Problem resolution techniques.
- Personal computers and related software applications

Skills and Abilities to

- Apply management theories and practices.
- Prepare budgets and capital asset repair/replace schedules.
- Track and record expenditures.
- Administer computer network operations systems.
- Make presentations.
- Write technical reports.
- Resolve conflicts.
- Promote positive public relations.
- Utilize communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to perform supervisory duties, to exchange or convey information and to receive work direction.
- Provide good customer service.
- Comply with safety requirements of the position and actively promote safe work practices.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

Education, Training, and Experience

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation with a Bachelor's degree in Computer Science, plus specialized training in network administration and at least

five years of related experience, as well as two or more years of managing the work of an IT Team/helpdesk; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing and Other Requirements:

Positions in this classification require the ability to possess and maintain a valid driver's license and ability to meet the City's driving standards.

Other Requirements

- Must pass a background check
- Valid driver's license required

Working conditions/Physical and Mental Demands

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Sedentary work (IT department): Exerting up to 35 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.