General Statement of Duties

Directs one or more information technology (IT) operations that include developing annual and multi-year work plans and strategies, ensures resources are available to achieve work plans, resolves complex business issues, and establishes management practices and processes that ensure the accomplishment of performance standards.

Distinguishing Characteristics

There are five classifications in the IT management series: IT Manager, IT Manager Senior, IT Director, IT Director Senior and IT Executive. The IT Director is distinguished from the IT Manager, which supervises information technology professionals responsible for developing and maintaining technology infrastructure or services while managing the daily activities of an information technology work group. The IT Manager also provides technical expertise and leadership in the development, implementation, and evaluation of technology solutions.

The IT Director is distinguished from the IT Manager Senior which manages an information technology (IT) operation that includes implementing work plans based on annual goals and the strategic plan; resolves citizen, operational, and management issues; and achieves goals while ensuring resources are utilized appropriately.

The IT Director is distinguished from the IT Director Senior which directs an information technology (IT) operations division that has two or more distinguishably different functional areas that include developing annual and multi-year work plans and strategies, ensures resources are available to achieve work plans, resolves complex business issues, and establishes management practices and processes that ensure the accomplishment of performance standards, annual goals and strategic initiatives.

Finally, the IT Director is distinguished from the IT Executive, which directs multiple information technology (IT) operations within a division or department that include establishing a multi-year vision and strategic plan, optimizing resource allocations, and ensuring the organization accomplishes annual goals and strategic initiatives.

The IT Executive is the highest level of management within IT.

Guidelines, Difficulty and Decision-Making Level

Guidelines are in the form of stated mission, vision, and objectives for the organization. Work assignment is unstructured. Employee is responsible for developing, directing, and managing outcomes and multi-year strategies in order to achieve the objectives of the division/agency. Duties performed involve weighing and evaluating multiple, complex factors requiring a high degree of judgment, analytical ability, and problem solving. Employee is responsible for managing multiple operations or functions, generally with city-wide responsibilities, that require developing and implementing strategies, business plans, and policies; determining required resources; defining and evaluating agency/division performance standards; and resolving complex business problems.

Level of Supervision Received & Quality Review

Responsible and accountable for driving a business strategy and achieving results for a division/agency with multiple functions or units. Work is reviewed for soundness of judgment and conclusions, fiscal accountability, and the attainment of goals and objectives of the organization.
### Interpersonal Communication & Purpose

Communication at this level is internally and externally focused. Involves establishing and maintaining effective, collaborative working relationships with employees, peers, and other stakeholders including appointed and elected officials. Provides information and negotiates solutions to business issues that have major consequences or long term significance.

### Level of Supervision Exercised

Directs one or more work groups within a division, or directs a division, by supervising managers and/or IT professional/technical staff.

By position, matrix manages staff involved in large, complex projects and operations.

### Essential Duties

Develops annual and multi-year work plans and strategies to meet business needs. Develops and directs the implementation of goals, objectives, policies, procedures, and work standards to ensure success.

Communicates business and work area plans and goals to managers and/or supervisors to secure buy-in. Reviews, approves, and implements recommended changes to plans and leads the development of process and/or operational improvements.

Provides technical expertise to clients and IT staff by identifying technology solutions to meet business needs and by leading the design, development, and/or maintenance of supported technologies.

Represents the division/department in meetings with vendors, elected/appointed officials, and other clients to plan and develop technology solutions and to resolve escalated issues. Works with subordinates to develop project plans for large scales technology projects that impact multiple disciplines.

Serves as the IT representative with a variety of public, business, and community organizations. Fosters collaborative relationships to the benefit of the organization.

Resolves sensitive, controversial issues by making decisions that are inclusive of multiple perspectives. Resolves escalated technology complaints including long-term resolutions in problem areas.

Develops and implements technology strategy, architecture, service delivery standards and procedures for the enterprise. Oversees daily operations to ensure standards and procedures are being followed consistently.

Establishes metrics, key performance indicators, and service level agreements for driving the performance of IT service delivery. Reviews and approves performance metrics established by supervisors/managers. Assists staff in the achievement of performance standards while identifying opportunities for continual improvement.

Selects, trains, develops, and evaluates subordinate staff. Makes decisions on hiring, terminations, promotions, and disciplinary actions as required.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Develops and monitors the budget and oversees financial well-being by analyzing cost effectiveness. Directs cost control activities.
Prioritizes and allocates resources to achieve strategies. Utilizes resources to develop or expand services and/or operation. Ensures resources are utilized appropriately and do not exceed the established budget without approval.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### Competencies

**Thinking Strategically** - Thinks strategically and promotes best practices and leading-edge ideas.

**Deciding and Initiating Action** - Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.

**Delivering Results** - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

**External Awareness** - Identifies and understands economic, political, and social trends that affect the organization.

**Persuading and Political Influence** - Gains clear agreement and commitment from others by persuading, convincing and negotiating. Makes effective use of political processes to influence others.

**Technical Competence** – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one’s job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

**Coaching** - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

### Knowledge & Skills

None

### Education Requirement

Bachelor's Degree in Computer Science, Mathematics, Business, or a related field.

### Experience Requirement

Five (5) years of experience managing information technology teams or projects at the type and level of the IT Manager.

### Education & Experience Equivalency

Two (2) years of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

### Licensure & Certification

By position, a valid Driver’s License may be required as a condition of employment. Licenses and certifications must be kept current as a condition of employment.
Working Environment

Work is primarily performed in an office setting and frequently at other locations for meetings. Pressure due to multiple calls and inquiries and is subject to interruption. Subject to varying and unpredictable situations. Subject to long irregular hours.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

- Hearing: perceiving the nature of sound by ear.
- Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.
- Mental Demands: mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.
- Sitting: remaining in the normal seated position.
- Stooping: bending the body by bending the spine at the waist.
- Talking: expressing or exchanging ideas by means of spoken words.
- Vision Near acuity: ability to see clearly at 20 inches or less.

Background Check Requirement

- Criminal Check
- Education Check
- Employment Verification
- By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

- Pay Grade: I-821
- FLSA Code: Y
- Management Level: 4
- Established Date: 9/21/2018
- Established By: Lori Schumann
- Revised Date: 2/24/2019, 3/3/2019
- Revised By: Greg Thress
- Class History: 2/24/19 - Physical Demands revised.
- 3/3/19 – Job Title Revision