General Statement of Duties

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.

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 Senior 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 Senior 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 Senior is distinguished from the IT Director, which directs one or more information technology (IT) operations that include developing annual and multiyear 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. The IT Director is a midlevel management classification.

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.

Guidelines, Difficulty and Decision-Making Level

Guidelines are in the form of stated vision and objectives for the division or agency.

Work assignment is unstructured and employee is responsible for implementing and managing a variety of objectives, resources, and strategies to achieve the goals of the division or agency. Duties performed include operational and organizational planning; developing standards, schedules, priorities, guidelines, processes and measurement (evaluation) systems; implementation of production and performance management standards; and allocating resources.

Employee is responsible for implementing operational goals and objectives and for the management of a range of complex divisions and/or city wide responsibilities and overall functions in which several projects and programs may be in progress with simultaneous, multiple resource involvement. Develops solutions to organizational and operational problems; responsible for organizational management (development, staffing, and conflict); and allocating resources.
**Level of Supervision Received & Quality Review**

Under executive direction, the employee is delegated personal responsibility and authority over a department division, agency or department. Agency manager or director, the Mayor, cabinet member or a commission or board, may review work for soundness of judgment and conclusion.

**Interpersonal Communication & Purpose**

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and knowledge are required. Contacts where the exchange of information, support, influence and cooperation may have a very significant impact on the division, programs, and/or policies of the organization.

**Level of Supervision Exercised**

Supervises two or more IT director positions within a division.

**Essential Duties**

Directs a division of IT that has distinguishable different functional areas by managing professional level managers, directors, and employees and operational managers, directors, and employees.

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 directors, 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.

Prioritizes and allocates resources to achieve strategies. Utilizes resources to develop or expand IT services and/or operation. Ensures resources are utilized appropriately and do not exceed the established budget without approval.

Creates and administers policies and integrates work group procedures across work areas for consistency.

Resolves sensitive, controversial issues by making decisions that are inclusive of multiple perspectives.

Represents the division/department in meetings with elected and/or appointed officials and other city entities. Serves as the IT representative with a variety of public, business, and community organizations. Fosters collaborative relationships to the benefit of the organization.

Reviews and approves IT performance metrics established by supervisors/managers. Assists staff in the achievement of performance standards while identifying opportunities for continual improvement.

Resolves escalated employee or citizen complaints including long-term resolutions in problem areas.

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.

Performs other 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.

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.

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 large information technology teams or complex projects at the type and level of IT Director.

One (1) year of management experience must include budget and fiscal oversight responsibility, evaluation of business processes, and policy and decision making experience with planning and organizing multiple programs, projects, operations or functions.

**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, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Handles absentee replacement on short notice.
Occasional pressure due to multiple calls and inquiries.
Pressure due to multiple calls and inquiries.
Subject to long, irregular hours.
Subject to many interruptions.
Subject to pressure for multiple calls, inquiries, and interruptions.

## 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.):

- Agility: bends, stretches, twists, or reaches out with the body, arms, or legs.
- Balancing: maintaining body equilibrium to prevent falling over.
- Carrying: transporting an object; usually by hand, arm, or shoulder.
- Color vision: ability to distinguish and identify different colors.
- Crawling: moving about on hands and knees or hands and feet.
- Crouching: bending body downward and forward by bending legs.
- Depth Perception: ability to judge distances and space relationships.
- Eye/Hand/Foot Coordination: performing work through the use of two or more.
- Feeling: perceiving attributes of objects by means of skin receptors.
- Feeling: perceiving attributes of objects by means of spoken word.
- Field of Vision: ability to adjust vision to bring objects into focus.
- Field of Vision: ability to see peripherally.
- Fine Dexterity: Coordinate eye-hand to operate a vehicle, reach, hold, grasp and turn objects.
- Fingering: picking, pinching, or otherwise working with fingers.
- Handling: seizing, holding, grasping, or otherwise working the hand(s).
- Hearing/Talking: Hear and determine direction of sound.
- Hearing: perceiving the nature of sound by the ear.
- Kneeling: bending legs to come to rest on one or both knees.
- Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.
- Mathematical reasoning
- Memorization
- Mental Demands: mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.
- Neck Flexion: Moving neck upward/downward.
- Oral Comprehension
- Pulling: Exerting force upon an object so that it is moving to the person
- Pushing: exerting force upon an object so that the object is moving away from the person.
- Reaching: extending the hand(s) and arm(s) in any direction.
- Repetitive motions: Making frequent movements with a part of the body.
- Sitting: remaining in the normal seated position.
- Standing: remaining one one’s feet in an upright position.
- Stooping: Bending the body by bending the spine at the waist.
- Talking: Expressing or exchanging ideas by means of spoken words
- Vision Far acuity: ability to see clearly at 20 feet or more.
- Vision Near acuity: ability to see clearly at 20 inches or less.
- Vision: To observe animal behavior, read signs, and reading colors.
- Walking: moving about on foot on uneven surfaces.
- Walking: moving about on foot.
Written Comprehension.

**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-822  
FLSA Code:  Y  
Management Level:  4  
Established Date:  9/21/2018  
Established By:  Lori Schumann  
Revised Date:  
Revised By:  
Class History: