JOB DESCRIPTION
Information Technology Director

FLSA: Exempt
Pay Level: Level 9
Reports to: City Administrator
Prepared/revised: July 2020

Job Summary:
The primary function of the IT Director is to support City operations in devising technology strategies that support the City of Fayetteville strategic direction. This role is accountable for all facets of technology architecture, engineering and design systems, network storage, telephone and desktops. This position also assists the City Administrator in managing the facilities organization.

Supervision Exercised or Received:
The Information Technology Director receives supervision from the City Administrator.

Position Responsibilities:
1. Instill modern technology disciplines and best practices into the Information Technology department while driving high quality in all aspects of the position.
2. Work with IT department and technology peers to identify and implement continuous process improvement opportunities within the department.
3. Formulate and communicate ideas, plans and recommendations to IT team members and business customers.
4. Influence changes in IT and/or the business to achieve operational excellence.
5. Assist City Administrator in ensuring company goals, procedures, policies, and directives are effectively communicated to all personnel.
6. Ensure that all personnel are consistently developing and improving aligned with City goals.
7. Ensure that all personnel are obeying City IT policies and procedures.
8. Identify and communicate issues, concerns, and challenges to City leadership in a positive, constructive and solution-oriented manner.
9. Support all City personnel in relation to IT and directives.
10. Willingness to perform other duties as assigned.

Essential Job Duties:
1. Responsible for assisting City Administrator in the leadership and management of the IT department.
2. Monitor reporting personnel development to meet expectations along with providing clear and concise detail of performance in the Performance Management System.
3. Utilize discretion and independent judgement to meet the needs of the department, including providing recommendations as to the employing, terminating, promotional and status change of reporting personnel.
4. Establish organizational technology strategy and goal expectations.
5. Establish IT guideline standards and operating procedures for the IT department.
6. Ensure technological processes and services comply with all regulations.
7. Establish and report on Key Performance Indicators (KPI’s) to monitor the effectiveness of the IT department.
8. Assist City Administrator in building the IT department to support the City’s operations most effectively.
9. Implement and maintain a Disaster Recovery Business Continuity Plan.
10. Effectively communicate departmental goals, changes, and directives to reporting personnel.
11. Supervise performance of reporting personnel to ensure adherence to City policies and procedures.
12. Assign work to reporting personnel as appropriate.
13. Coach, counsel and mentor reporting personnel to build morale and improve performance.
14. Exercise good judgement in discerning independent action or consultation of leadership.

Knowledge Of:
1. Knowledge of computer hardware and software systems and programs.
2. Knowledge of computer networks, network administration and network installation.
4. Knowledge of computer viruses and security.
5. Knowledge of e-mail and internet programs.
6. Ability to install and administer computer hardware, software, and networks.
7. Ability to implement innovative methods to provide more efficient and effective operation.
8. Ability to express ideas and information clearly, concisely, and effectively in writing and orally.
9. Ability to develop sound plans for the future development of IT systems.
10. Ability to establish and maintain an effective working relationship with the members of the public, consultants, accountants, and other city employees.
11. Perform work requiring good physical conditioning.
12. Ability to manage time, meet deadlines, finish project within required time.

PERFORMANCE & KEY PERFORMANCE INDICATORS:
1. Perform all duties as assigned and specified.
2. Articulate the City’s mission and associated IT strategy to all personnel.
3. Manage IT department to service customers in excellence.
5. Ability to effectively manage reporting personnel.
6. Accuracy and timeliness of essential job duties.
7. Adherence to maintain a regular work schedule of 40 hours per week in addition to overtime as required.
8. On time completion of reporting personnel performance evaluations and goal setting practices.
9. Ability to complete special assignments promptly.
10. Ability to limit errors made by the IT department and ensure effective recovery procedures.

Additional Position Requirements:
1. Proven effective leadership capability over IT Department
2. Expert knowledge of enterprise architecture, system engineering, development methodologies, project management and business intelligence.

4. Ability to coach and mentor across all levels of the IT Department.

5. Strong interpersonal/influencing skills.

6. Ability to work collaboratively in a team environment.

**Desired Educational and Experience Requirements:**

1. Bachelor’s degree in Information Technology, Information Systems, Computer Science or related subject.

2. Five+ (5+) years of experience with IT Infrastructure and Assisting End Point Users. (Combination of work experience and education can be used to satisfy this requirement)

3. Must be able to obtain CompTIA A+, Network+ and Security+ within the first 8 months of employment.

**Work Hours:**

1. Traditional work hours with the City of Fayetteville include a forty (40) hour work week with occasional overtime including evenings, weekends, and holidays.

2. Full time, FLSA Exempt employee

**Physical Requirements:**

The work of an IT Director is a highly responsible position, which requires mental acuity. The IT Director will be required to do complicated tasks, sit for an extended period of time, talk, hear, stand, walk, balance, stoop squat, bend and kneel regularly. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must be able to perform essential functions of life.

**Note:**

At the discretion of the City of Fayetteville, a background check may be made. Employment is contingent upon satisfactory completion of a background check, drug screen and agility test.

Nothing in this job description restricts the ability or the right of the City of Fayetteville to assign, reassign or eliminate the duties and responsibilities of this job either orally or in writing. Tasks and responsibilities may be changed at any time, due to reasonable accommodations or other reasons deemed appropriate by the City of Fayetteville.

The job description does not constitute an Employment Agreement between the employer and the employee and is subject to change, according to the business needs of the City of Fayetteville.