

Information Technology Director

General Statement of Duties

The Information Technology Director performs professional, managerial, technical, and supervisory work in refining, implementing, and maintaining the town-wide information technology plan for the Town of Beaufort.

Distinguishing Features of the Class

The employee utilizes vision, insight, and leadership in the performance of the duties of the position, including but not limited to the refinement and implementation of the Town of Beaufort's enterprise-wide information technology plan, the management of the network and information systems department, and installation, moves, adds, and changes. Work includes long range planning, collaboration with the Town Manager and departments to determine system and application needs, research and analysis of available technology solutions, project management and implementation of new applications, and coordination with vendors. Work also involves planning and organizing daily support and operation for the systems, troubleshooting, and resolving problems, and providing training for users. Work is performed under the supervision of the Town Manager and is evaluated through conferences, status reports of ongoing projects, effectiveness of system operations and feedback from users.

Duties and Responsibilities

Essential Duties and Tasks

Provides consultative guidance to the Town Manager and Department Heads in matters pertaining to the use of IT to underwrite the successful business mission of the Town.

Identifies opportunities where the deployment of technology will increase efficiencies and add value and impact.

Interfaces with other peer agencies on matters affecting the sharing, retrieval, and exchange of information, etc.

Leads the organization in planning and implementing enterprise-wide information systems supporting both distributed and centralized business operations.

Initiates and maintains effective and cost-beneficial agency-wide IT operations.

Provides strategic and tactical planning, development, evaluation, and coordination of the information and technology systems for the Town's network.

Facilitates communication between management, staff, providers, vendors, and other resources within the organization by working with the Town Manager and Department Heads.

Designs, implements, and evaluates systems that support end-users in the productive use of computer hardware and software.

Develops and implements user-training programs.

Coordinates Information Technology projects and IT maintenance budget recommendations with Town departments; monitors spending.

Develops policies and procedures to maintain operational efficiency; collaborates with other governmental agencies and the state to improve technology applications and uses.

Acts as the Town's Webmaster.

Provides a Help Desk for end users.

Performs other related duties as assigned.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Knowledge of local government operations, policies and plans, and modern office practices and procedures.

Knowledge of Microsoft Word, Excel, PowerPoint, and other similar programs.

Knowledge of contemporary information systems technology and methodologies.

Knowledge of computer systems implementation and project management.

Knowledge of systems requirements, design, implementation, and documentation processes.

Skill in collecting, consolidating, and presenting data to an effective informational level.

Skill in fostering a positive, proactive, team oriented, "can do" IT environment.

Ability to apply technology and methodology in a manner that transforms vision into reality in a contemporary county government environment.

Ability to build consensus and provide leadership in organizational technological change.

Ability to plan and coordinate daily computer system needs.

Ability to handle confidential information appropriately.

Ability to communicate effectively in oral and written forms.

Ability to establish and maintain effective working relationships with system users, employees, department managers, and outside consultants and vendors.

Ability and willingness to keep current by actively seeking new information and technology in a rapidly changing field.

Ability to meet and deal with employees and the public in an effective and courteous manner.

Ability to get along with others and work effectively with the public and co-workers.

Ability to multi-task and work within deadlines.

Ability to use computers for data entry, word processing, and accounting purposes.

Physical Requirements

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or up to a negligible amount of force constantly to move objects.

Tasks may require the following abilities: stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, and repetitive motions.

Requires mental acuity including the ability to make rational decisions through sound logic and deductive processes, the ability to express ideas by means of the spoken word and have close visual acuity to prepare and analyze data and figures, operate a personal computer, perform mechanical tasks in the computer environment, do extensive reading, perform visual inspections of computer parts and automated data.

Desirable Education and Experience

Requires a bachelor's degree in information systems or related field and five (5) years of related experience in successful hand-on and/or management and/or supervisory experience in a technical arena for an organization of similar size and scope, or equivalent combination of education and experience.

Areas of proficiency include, but not limited to: Microsoft networks; servers and servers operating systems; workstation applications; switch infrastructures; routers, firewalls, and intrusion prevention systems; reporting tools; backup methodologies; and security.

Special Requirements

Possession of a valid driver's license.

Must be bondable.