

Title: Information Technology Specialist
Department: Administration & Finance
Reports To: Town Manager

Grade:
FLSA: Exempt
Approved:

Position Purpose:

Administrative, technical and supervisory work in developing and managing the information technology and information systems of the town; all other related work, as required.

Supervision

Supervision Scope: Performs a variety of complex administrative and technical work in the development, installation and maintenance of computer systems for the town; responsible duties require the exercise of considerable judgment and analysis.

Supervision Received: Works under the administrative direction of the Town Manager or designee.

Supervision Given: Performs no direct supervisory functions. Works collaboratively with the Town's IT related consultants, software vendors, Cable Access Television operators, Technology Committee, and Website Administrators.

Job Environment

Work is performed in thermostatically controlled conditions in multiple locations within Town, with continuous humming of equipment; occasional risk of electrical shocks when working with computer and other related hardware. Workload increases according to seasonal demands; frequently required to work outside normal business hours on nights and weekends.

Operates computers and computer equipment; operates standard office equipment.

Makes frequent contact with town departments, vendors supplying software, hardware, services, or products. Contacts may be in person, on the telephone, or in writing.

Has regular daily contact with employees and offices throughout the town in answering questions, solving problems, providing training, maintaining the Town website, and implementing and supporting applications from vendors.

Errors in judgment could result in computer system failure, confusion, delay or loss of service, loss or mismanagement of information, and could severely hamper the operational capability of town departments.

Essential Functions

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Manages the information systems for the town, including the coordination of the system hardware and software for town departments; manages and maintains the municipal area network including connectivity for numerous town buildings.

Plans and implements training for town employees on use of software applications, programs, and hardware.

Consults with vendors on new and existing products, evaluates their applicability and costs, and makes recommendations to the Finance Director.

Oversees infrastructure, fiber network, hardware, networking and storage matters pertaining to IT; oversees Town-wide computer operations, database administration and technical support; oversees all outsourced service providers and vendors to maximize efficiencies and productivity. Manages all Town communication systems.

Implements and maintains software security systems to ensure optimum control and security of electronic information.

Maintains interface with department users in selection and set-up of major computer applications appropriate for supporting department activities; facilitates communication between users to develop information sources for meeting department needs; maintains equipment standards and ensures compliance; maintains inventory of all information technology equipment.

Responsible for long-range planning for information technology and infrastructure.

Identifies needs and recommends equipment purchases; hardware and software installations, user training and user community support for the Town.

Responsible for the maintenance of the Town's Website and associated Domain Name.

Prepares and manages the budget for Information Technology.

Serves on committees and represents the town to outside agencies when assigned.

Performs similar or related work, as required, or as situation dictates.

Recommended Minimum Qualifications

Education and Experience

Bachelor's Degree in computer science, business administration, or related field; five year's experience in computer systems and information technology management, preferably in a municipal setting; or an equivalent combination of education and experience.

Special Requirements

Microsoft Certification preferred.

Knowledge, Ability and Skill

Knowledge. Thorough knowledge of modern information systems and methods, hardware and software packages. Thorough knowledge of various computer systems programming, networks and all related computer functions. Knowledge of computer applications and their uses in local government. Working knowledge of the functions of town departments.

Ability. Ability to implement and maintain the town's information systems. Ability to prepare a budget. Ability to troubleshoot all systems. Ability to communicate effectively both orally and in writing. Ability to multi-task and meet deadlines.

Skill. Skill in the operation of modern computer systems and data processing systems; good supervisory skills; good organizational skills;

Physical Requirements

Minimal physical effort generally required in performing duties under typical office conditions. Position requires the ability to move computers and peripherals weighing up to 50 pounds.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.