

Town of Williamstown

IT Manager Job Description

Starting Salary Range: \$80,000 - \$90,000

Definition

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

Supervision

Works under the administrative direction of the Town Manager or designee.

Job Environment

Work is performed in multiple locations within the Town, with continuous humming of equipment; and occasional risk of electrical shocks when working with computers and related hardware. The position must be available to work outside normal business hours for emergencies.

Operates computers and computer equipment; operates standard office equipment

Makes frequent contact with Town departments, and 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 troubleshooting questions, solving problems, providing training, maintaining the Town website and associated domain name, 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 safety and operation 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 the 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 Town Manager.
- 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 the selection and setup 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 an 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.
- Prepares and manages the department budget.

Recommended Minimum Qualifications

Education and Experience

Bachelor's Degree in computer science, business administration, or related field, seven 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

Applicant must possess a valid driver's license.

Microsoft Certification is preferred.

Physical Requirements

While performing the duties of this position, the employee is regularly required to lift heavy objects, handle and operate tools and controls, and stand, walk, climb, balance, stoop, kneel, crouch, or crawl.

Knowledge, Ability, and Skill

Thorough **knowledge** of:

- Modern information systems and methods, hardware and software packages;
- Various computer systems programming, networks, and related computer functions;
- Computer applications and their uses in local government; and
- Functions of Town departments as it relates to information technology

Ability to:

- Implement and maintain the Town's information systems;
- Prepare a budget;
- Troubleshoot all systems;
- Communicate effectively both orally and in writing; and
- Multi-task and meet deadlines.

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

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.