


**JOB DESCRIPTION**  
**Director of Information Technology**

Date of Last Revision: May 2021

 <b>WESTERLY</b> Rhode Island	<b>DEPARTMENT</b>	Information Technology		
	<b>REPORTS TO</b>	Town Manager		
	<b>FLSA STATUS</b>	Exempt, Full-Time		
	<b>POSITION TYPE</b>	Non-Union	<b>PAY GRADE</b>	

**POSITION OVERVIEW**

Under the direction of the Town Manager, the IT Director is responsible for management and operation of the Town's information and technology systems. This position is also responsible for providing support and maintenance of all electronic communication devices including but not limited to computers, video, audio, and any other electronic equipment and media used.

**ESSENTIAL JOB FUNCTIONS**

- Directs, manages, leads, coordinates and mentors departmental staff.
- Supervises and annually evaluates all IT contractual obligations.
- Develops annual departmental budget development and compliance, including planning and administration, and actively participates in long-range budget analysis.
- Ensures compliance with all applicable federal, state and Town laws, ordinances and regulations.
- Serves as the principal advisor to the Town Manager, Town Council and other Town officials regarding IT activities and confers as appropriate regarding policies, programs, and activities.
- Manages the operations of the Town's information systems including network service maintenance, telecommunication systems, software and all local, state and federal information systems used by the Town.
- Provides strategic oversight and support of police department information technology services.
- Plans and directs the maintenance and improvements to software and hardware.
- Organizes and supervises all technology and equipment distribution system.
- Develops and implements security measures to safeguard resources.
- Coordinates user assistance and troubleshoots network problems.
- Evaluates effectiveness of systems and proposes process improvements.
- Develops and oversees the management of an accurate inventory of all department technology equipment.
- Provides direction and consultation in the use of instructional technology to employees.
- Coordinates in-service training to employees on updates in computer technology.
- Develops and manages custom reporting and data management tools.
- Maintains all licensing and services agreements related to the Town systems.
- Network engineering and security.
- Develops and implements policies related to IT.

**ADDITIONAL JOB FUNCTIONS**

- Maintains professional memberships and continues training in organizations promoting continued education in IT which includes attendance at related meetings, seminars, and conferences.
- Maintains safe working conditions and report any incidence which might conflict with the compliance of Town safety procedures and policies.
- Other duties and projects as assigned.

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*For successful performance in this position, the incumbent will need to demonstrate the following:*

### **KNOWLEDGE of:**

- Principle, practices, laws, regulations and procedures of technology in a networked environment.
- Telecommunication systems and network security applications and procedures.
- Current information technologies including system analysis, design, integration, operation, security and maintenance.
- Principles and practices of project management and methods and techniques in planning, developing, implementing, and administering a broad range of information systems programs.
- Public Administration and General Government operations.

### **SKILLS in:**

- Organizing and prioritizing work, exercising independent judgment, wisdom, and common sense within established procedures guidelines and rules.
- Interpersonal, verbal, and written communication for interaction with elected and appointed officials, employees, agencies, other governmental units, vendors and the public.

### **ABILITY to:**

- Be available 24 hours, 7 days a week, 365 days a year.
- Prepare and analyze comprehensive reports and carry out assigned projects to their completion.
- Utilize Microsoft Office Suite applications such as Microsoft Word, Outlook, and Excel and other applicable software.
- Handle confidential material and information in an ethical and professional manner.
- Effectively communicate with, present information to, and respond to questions from Town officials and management, other government agencies, vendors, and the general public.
- Maintain a professional attitude and maintain punctuality and consistent attendance with advance notification of absences.
- Perform detailed work accurately and on time and initiate and maintain necessary follow-up.
- Prepare and submit clear, concise and accurate reports either orally or in writing.
- Analyze situations quickly and objectively and to determine proper course of action.
- Demonstrate good customer service skills with the ability to problem solve complaints.
- Utilize conflict resolution and negotiation skills.
- Prioritize competing issues.
- Work hours beyond the regularly scheduled work week to attend various commission, board and council meetings.

## **MINIMUM POSITION REQUIREMENTS**

### **EDUCATION AND EXPERIENCE**

- Bachelor's Degree in Computer Science, Information Systems, Public Administration, Business Administration, or related field.
- Minimum of five (5) years of experience in information systems administration.
- Minimum of three (3) years of experience in a management or supervisory role.
- Any equivalent combination of education, training, and experience that provides the requisite knowledge, skills, and abilities necessary to successfully perform the essential job functions of this position.

### **LICENSES AND CERTIFICATIONS**

- A valid driver's license

## **ENVIRONMENTAL AND PHYSICAL DEMANDS**

### **ENVIRONMENTAL DEMANDS including:**

- Work in an office environment with light to moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

**PHYSICAL DEMANDS *including:***

- Sedentary office work although standing in work areas and walking between work areas may be required.
- Finger dexterity to access, enter, and retrieve data using a computer keyboard or calculator, and to operate standard office equipment.
- Mobility to work in a standard office setting and use standard office equipment.
- Vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone.
- Occasionally bending, stooping, kneeling, reaching, pushing, and pulling drawers open and closed to retrieve and file information.
- Ability to lift, carry, push, and pull materials and objects weighing up to thirty (30) pounds.

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*