



City of Winder

Job Description: Technology Services Director

Department: Technology Services

Rev 4/14

EEO Function:

Pay Grade: 25

EEO Category: Professional

Status: Exempt

Pay Type: Salary

Position Number: 1490

I. Chain of Command/ Reports To

City Administrator

II. Job Summary

This position has administrative, financial and managerial responsibilities for planning and directing the implementation and maintenance of the City's technology systems, including computer network(s), phone system(s), software systems, hardware platforms, data backup(s) and security surveillance at City owned property. Duties and responsibilities include, but are not limited to, identifying government needs, analyzing problems, and designing programs to address those issues, supporting other City of Winder departments and their abilities to deliver goods and services to the citizens and customers of the City of Winder, and performing additional tasks as assigned.

III. Essential Duties and Functions

Administrative/Financial

- Follows and promotes Policy & Procedures of the City of Winder.
- Informs and advises the Mayor/City Council through the city administrator on all department issues affecting the City; provides advice, support, and information to other department heads on proposed policy and procedure changes affecting department operations.
- Assumes management responsibility for assigned services and activities.
- Participates in developing and monitoring the department's budget and is responsible for purchases.
- Approves purchasing requests and ensures all documents are submitted to the finance department.
- Reviews and/or prepares clear and comprehensive financial, administrative and analytical reports.
- Reviews and approves expenditures; as well as, monitors monthly departmental cost accounting, revenue, and expenditure reports.
- Participates in the development and implementation of short- and long-term plans and specifications for projects.
- Oversees and directs the planning for facilities maintenance and projects according to cost projections.
- Develops strategic priorities, goals, and objectives; establishes criteria to determine efficiency and effectiveness of the City's technology systems and equipment.
- Provides monthly reports to the city administrator and other reports as required.

- Attends meetings as required.

Supervisory/Management of Employees

- Performs a wide variety of administrative tasks including but not limited to: hiring, training, motivating, and evaluating assigned personnel; working with employees to correct deficiencies; and conducts/enforces disciplinary and termination procedures.
- Provides leadership to employees; schedules and directs work of technical, clerical, skilled and semi-skilled workers; trains new employees as needed; resolves work quality or personnel conflicts with employees.
- Ensures that employees assigned, are following city policy.
- Oversees the implementation of training and safety programs for assigned employees.
- Responsible for maintaining time entry, approves overtime and leave requests for subordinates within designated timeframes for payroll.
- Manages, monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures and reviews and recommends appropriate service and staffing levels.
- Oversees the keeping of accurate records of work accomplished including hours, materials, and equipment used.
- Inspects progress of projects in the field, through reports, and the review of completed work orders; evaluates the level of service provided as a basis for making improvements to productivity and cost effectiveness.
- Inspects the work of department personnel and contractors to ensure compliance with City policies, guidelines, specifications, standards and contract provisions.
- Responds to employee complaints or inquiries by phone, in person, and by written correspondence or email.
- Ensures the department property is inspected and needed repairs are identified.
- Approves travel/training requests.

Operations

- Plans, directs and maintains, the strategic hardware and software system plan, and requests for service.
- Consults with hardware and software vendors to stay current on technologies.
- Evaluates new and existing hardware and software systems and related technology; provides recommendations for city needs.
- Installs, maintains, and troubleshoots computer systems' hardware and software.
- Assists with supporting mobile devices assigned by the City to employees.
- Assists with the preparation of contracts, requests for information, bid specifications, for hardware and software needs.
- Maintains the City's security camera system and retrieves data as requested by the City Administrator/Mayor.
- Oversees the assigning of the City's card entry system and electronic access into buildings.
- Oversees and recommends the testing of system upgrades.
- Maintains the integrity of the database/servers including availability, security, design and backup and recovery.
- Oversees the setup of new users on the system and resets user passwords.
- Oversees the City's telecommunications services including voice and data.

- Provides technical assistance to system users in accordance with applicable information systems policies, procedures, methods and techniques.
- Provides technical assistance for public safety operations to include radios, cameras and other various systems (CAD, etc.).
- Work with other departments as assigned.
- Maintains uniforms and other assigned equipment in functional and presentable condition.
- Performs related duties as assigned.

IV. Knowledge, Skills, and Ability:

- Knowledge of the principles, practices and procedures of the Technology Services Department.
- Knowledge of management, personnel, and financial practices, policies and procedures as necessary in the completion of daily responsibilities.
- Knowledge of how to develop and administer operations and staff plans and objectives expediently and effectively.
- Knowledge of all applicable laws, ordinances, policies, standards and regulations pertaining to the specific duties and responsibilities of the job.
- Knowledgeable and proficient with computers and stays current in all computer related technologies.
- Knowledge of multiple computer operating systems and programs, administration, budgeting, techniques of computerized information management, trends of the computer industry and relevant local, state and federal regulations.
- Knowledge of budgeting methodology and general business administration practices.
- Knowledge of safety regulations.
- Advance knowledge of Microsoft Word and Excel.
- Knowledge of principles of supervision, training and performance evaluation.
- Ability to effectively communicate and interact with subordinates management, employees, vendors, members of the general public and all other groups.
- Ability to assemble information and make written reports and documents in a concise, clear and effective manner.
- Ability to use City software as intended.
- Ability to respond to and identify user needs and determine resolutions.
- Ability to operate a variety of office equipment (i.e. phones, fax, printers, computer, etc.).
- Ability to estimate material and equipment types and quantities needed to complete assignments.
- Ability to motivate and evaluate staff and provide for their training and development.
- Ability to do arithmetic computations including multiplication, division, fractions, decimals and conversions.
- Ability to present proposals and recommendations clearly and logically in public meetings.
- Ability to interpret and apply applicable federal, state and local policies, laws and regulations.
- Ability to work independently.
- Ability to work routinely under highly stressful conditions.
- Ability to supervise assigned staff.

- Ability to provide effective leadership to staff.
- Ability to prepare and review financial documents.
- Ability to maintain confidentiality.
- Ability to promote a positive work environment.
- Ability to wear protective gear.
- Ability to pass drug testing as noted in policy.
- Ability to communicate in English.
- Skill in understanding and following oral and/or written instructions.
- Skill in establishing and maintaining effective working relationships with City employees and the public.

V. Licenses and Certifications Required

- Valid Georgia Driver's License.
- CompTIA A+ Certified or equivalent
- CompTIA Network+ Certified or equivalent
- CompTIA Security+ Certified or equivalent
- Cisco Certified Network Associate (CCNA) preferred
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VI. Qualifications

- Bachelor's degree in Management of Information Systems, Business or Computer Science from an accredited college.
- Minimum ten (10) years of experience in a technology administration area or related experience.
- Five (5) years of management experience with progressive levels of responsibility in a position with significant operational and financial responsibility.
- No felony convictions within the prior ten (10) years or while employed in the position.
- Must be a citizen of the United States.
- Must pass a detailed background investigation.
- Work evenings, weekends and/or holidays as required.
- Must be able to be bonded and pass a credit check.

VII. Physical Requirements

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb or balance; stoop, kneel, crouch, crawl; and smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The employee must be able to perform heavy physical labor, including having sufficient strength to lift and carry tools and materials weighing up to 65 pounds.

Hearing: Hear in the normal audio range with or without correction. Able to hear in-person; as well as, distinguish radio and telephone conversations, recognize differences or changes in sound patterns and loudness or pitch.

Attendance: Regular, predictable, consistent and timely attendance is an essential function of the position, in that the failure of such attendance undermines the City's ability to provide critical services to employees, department and the public.

VIII. Working Conditions:

This position works primarily in an office environment. While performing essential duties of the job, work in an environment under constant deadlines, and may be exposed to dust, cleaning fumes, and works around office equipment. The noise level in the work environment may be low to moderate.

While performing the duties of this job, the employee occasionally works in outside weather conditions, and is occasionally exposed to wet and/or humid conditions, extreme cold, and extreme heat. Work with exposure to difficult circumstances, including exposure to moving parts/equipment.

This position is designated as an emergency position that requires the employee to work under all types of emergency conditions. Some examples of emergencies include inclement weather, utility failure, public safety concerns, forced evacuations or as determined by the City Administrator.

IX. Supervisory Controls/Responsibility:

Oversees all aspects and staff assigned to the Technology Services Department and other assigned areas.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.

Revision Dates: 06/2013; 04/2014