

# CITY OF MILWAUKIE

## CLASSIFICATION: INFORMATION SYSTEMS TECHNOLOGY (IST) DIRECTOR

Department: Finance

Grade Number: 21(31)

FLSA: Exempt

Location: City Hall

Management, Supervisory Confidential Group

EEO Category: 1-Officials & Administrators

### DESCRIPTION:

Plans, directs and administers all activities related to the information services technology of the City including: determining the requirements for computer, network, and telephone hardware and software acquired by the City, managing the installation, programming, and operation of computer, network, and telephone systems. Provides advice and consultation to City staff regarding systems and data processing capabilities applicable to the City's requirements. This position works under the direct supervisor of the City Manager. As a member of the Department Head Team, this position has direct input into City policies and procedures and advises the City Manager on related issues. Exercises budget responsibility for the Department.

### DUTIES AND RESPONSIBILITIES:

*(Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.)*

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Provides leadership through planning, organizing, directing and supervising all activities of the department to achieve goals within available resources related to Studies and standardizes procedures to improve efficiency and effectiveness of the operations of the department. Coordinates department activities with other departments and agencies as needed.
2. Plans and organizes workloads and staff assignments; trains, motivates and evaluates assigned staff; reviews progress. Has authority to hire, evaluate performance and take corrective action as needed.
3. Prepares and administers the department budget based on staffing and resource requirements and program objectives and goals. Monitors the budget to assure compliance with approved budget levels and standards.
4. Directs studies, and prepare reports directly related to the development and implementation of the most current computer and automation technologies (including electronic communications systems, workflow systems, and office automation). Analyzes the City organization and programs for potential automation.
5. Coordinates the development of comprehensive Citywide information and technology plans, strategies, and approaches for the development and application of automation and computerization. Develops short and long-range division goals and objectives and conducts continuous review and analysis of programs and technologies. Establishes and implements division policies, procedures, and guidelines.
6. Establishes, implements, and maintains security measures to protect organizational data, proprietary information and intellectual property; performs periodic review of policies and adjusts as needed to ensure security of City's data.

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7. Coordinates and supervises the development of the City's Internet and Intranet websites; maintains web pages; investigates, develops and implements new web technologies that meet the evolving needs of the organization; provides direction to staff on web content, design issues and choice of web technologies to support established needs.
8. Coordinates and supervises the selection and maintenance of telecommunications and telephony technology for the City; assists in support of City's PBX system, voicemail system and cell, radio and pager networks; assists in support of City's fiber network and internetworking equipment; maintains contracts and support of various data and voice circuits to support the City's telecommunications needs.
9. Maintains positive public relations with customers and is responsive to customer needs.
10. Develops safe work habits and contributes to the safety of self, co-workers and the general public.
11. Performs other duties as required.

**JOB SPECIFICATIONS:**

(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience will be considered.)

1. **Job Preparation:**
  - a) **Education:**
    - i) Bachelors degree from an accredited college or university with a degree in computer science, public or business administration; or
    - ii) Any equivalent combination of education and experience.
  - b) **Training:**

Desirable to possess certification or training towards any Microsoft or Cisco certification program.
2. **Prior Experience:**
  - a) **Work Experience:**
    - i) At least five (5) years of progressively responsible related experience, preferably two (2) years in a supervisory capacity; or
    - ii) Any equivalent combination of education and experience.
  - b) **Necessary Knowledge, Skills and Abilities:**
    - i) Knowledge of management and supervisory practices and principles.
    - ii) Knowledge of fiscal management, including budget preparation, expenditure control and record keeping.
    - iii) Considerable knowledge of automation and computerized financial applications; working knowledge of local area networks (particularly Windows operating systems);
    - iv) Working knowledge of the variety of activities within a full service local government;
    - v) Ability to communicate complex technical information to diverse audience;
    - vi) Advanced knowledge of installation and administration of Microsoft (MS) Server and Workstation platforms, Veritas Backup Exec, MS Office Professional Suite, MS Exchange Server, MS Internet Information Server, MS SQL Server, DHCP, WINS, DNS and other email and network related platforms;

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- vii) Advanced knowledge of administration of user accounts, groups, policies, profiles, shared resources, permissions, etc. automation and computerized financial applications;
- viii) Advanced knowledge of networking systems, architectures, and protocols used on MS Windows operating systems including TCP/IP;
- ix) Knowledge of principles and procedures of quality assurance and security related to computer information systems or telecommunication systems, methods and techniques of file manipulation and data validation;
- x) Knowledge of the software tools and concepts, methods and techniques used in developing computer applications, such as database structures, various fourth-generation languages and application generators;
- xi) Knowledge of the uses and capabilities of data processing hardware, software and telecommunications used in City departments and outside agencies;
- xii) Skill in troubleshooting, analytical, problem solving, and written and verbal communication;
- iii) Skill to effectively supervise and motivate staff.
- xiii) Ability to prepare and analyze complex reports; perform advance math; plan and maintain efficient and effective complex computer systems in a distributed client/server environment; perform basic programming; develop, recommend, implement, install troubleshoot and upgrade City information or telecommunications systems hardware and software including but not limited to PC, server, router, switches, and GIS systems in a distributed client/server environment;
- xiv) Ability to detect, isolate and resolve information or telecommunication system problems and analyze and assess the technology needs of City departments; establish and maintain effective working relationships with employees, city officials; and ability to communicate complex technical information in a professional, grammatically correct and effective manner in verbal and written format.
- iv) Ability to develop goals and long range planning for department.
- vi) Ability to prepare and analyze comprehensive and technical reports.
- vii) Ability to manage multiple projects often within tight timeframes.
- viii) Ability to establish and maintain effective working relationships.
- ix) Ability to work as a team member and to cultivate a team climate.
- x) Ability to perform the essential functions of the job.

3. **Special Requirements:**

- a) Must possess, or be able to obtain by time of hire, a valid Oregon or Washington State Driver's License.
- b) Must be able to pass the department's security clearance standards including review of driving record.

4. **Tools and Equipment Used:**

- a) Computer and printer, fax machine and copy machines; Computer software including MS based word-processing, spreadsheet, and data base, and phones.

5. **Supervision:**

- a) This position has full scope of supervisory responsibility over assigned staff.

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- b) Operates under the general direction and supervision of the City Manager.
6. **Communications:**
- a) Has frequent contact with staff, vendors, City departments, other government agencies, contractors, professional services firms and with elected officials.
  - b) The communications are often complex and may be confidential.
7. **Cognitive Functions:**
- a) Work is performed highly independent with little direction. Some policies/procedures exist. Person in this classification determines own practices and procedures by contributing to the development of new concepts.
  - b) Most problems are quite difficult requiring decision making with precedent occasionally available. An incumbent has significant control over the planning and performance of the work.
8. **Work Environment:**
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- a) Work is performed mostly in office settings with extensive computer workstation inflexibility in order to input and retrieve information from the computer system.
  - b) Occasionally required to get into hard to access or awkward spaces.
  - c) Frequently must utilize small hand tools in awkward hard to reach locations.
  - d) Occasional lifting of computer equipment. Ability to lift up to 20 pounds.
  - e) Some evening meetings are required and occasional evening and weekend work to maintain operating systems.
9. **Resource Accountability:**
- a) This classification has budgetary authority and is responsible for the budget of the department and capital budget for systems administration.
  - b) Persons in this classification are responsible to make purchasing decisions resulting in the most efficient solution for the lowest cost.
  - c) Has extensive impact on City and department data and documents.

*The job classification 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.*

Drafted: 10/23/03  
Adopted: 11/20/003  
Revised: 11/30/04