

# TOWN OF EAST LYME

## *Job Description: IT Director*

**Nature of Work:** The IT Director is responsible for planning and managing the town's information systems, data networks and telecommunication, and advising town department heads and officials regarding effective use of information technology. The IT Director is responsible for overseeing all aspects of systems administration for the town's day to day operations; including but not limited to managing the Information Technology, PC support, the help desk, troubleshooting, cybersecurity, and special projects. This position requires independent judgment, initiative, maturity, observation, leadership, strong communication and inter-personal skills and accuracy.

**Supervision Received:** The IT Director works under the general direction from the First Selectman.

**Supervision Exercised:** The IT Director supervises both Departmental staff and contracted vendors involved in system and customer support.

**Classification & Hours of Work:** This is a non-union "unaffiliated" exempt salaried position. The employees typically work 37.5 hours/week (Monday thru Friday 8am to 4pm with a ½ unpaid lunch. The employee is eligible for all the benefits as identified in the latest "Description of Benefits for the Town of East Lyme Non-Affiliated General Government Employees" approved by the Board of Selectman.

### **Essential Job Functions:**

- Manages the data processing and information technology systems, networks, and operations for the Town. Responsible for network administration, installing computer hardware, software and telecommunications systems, project analysis, implementation and planning of new technologies for all Town departments not under the jurisdiction of the Board of Education or the Library. (Examples include: Town Hall, Police Station, Public safety, Community Center, Senior Center, Youth Center, Fire Departments, Public Works, Water & Sewer Departments)
- Establishes and enforces network security policies and standards including disaster recovery, cybersecurity, and off-site back-up plan.
- Manages IT employees and contracted technical vendors to provide IT services to all applicable Town departments
- Prepares IT budget and strategic plans and attends and presents at various boards and commissions as required.
- Analyzes business needs and business processes and assists in business process re- engineering. Consults with Town Departments regarding business process improvements and technology solutions.
- Develops and implements standards and procedures for software application acquisition and implementation. Negotiates and manages contracts with software vendors and support contractors.
- Provides and manages help desk support for all town general government employees.
- Keeps track of and implements the training programs for the Department
- Responsible to plan for and ensure that off-duty emergency calls are handle by appropriate staff or vendors.
- Must be able to work a flexible schedule
- Reports work accomplished to the First Selectman
- Regular attendance is a requirement of this position

# TOWN OF EAST LYME

## *Job Description: IT Director (Continued)*

**\*\*\*\*\* The essential job functions listed 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.**

### Qualifications Profile

#### *Knowledge, Skills, and Ability*

- Extensive knowledge of the principles of information systems including up-to-date software and hardware technology.
- Extensive system administration experience supporting Microsoft Server, Network and MS Office software technology.
- Highly effective communication and leadership skills with both technical and non- technical personnel.
- The ability to translate technological options into business terms and interact with Department Heads and other Town Managers and staff to create technological solutions for critical town business needs.
- Demonstrated ability to act as project leader for implementing information system.
- Knowledge of effective supervisory practices
- Strong ability to establish and maintain effective and courteous working relationships with the general public, supervisors, sub-ordinates, co-workers and with people from other departments and agencies.
- Ability to plan, organize, direct and coordinate work of subordinates and outside contractors
- Ability to read and write English and to comprehend procedures, policies, documents, and directives that are necessary to the effective performance of the job.
- The ability to give oral and written instructions in a precise, understandable manner, as well as the ability to follow oral and written instructions.
- Ability to adjust quickly to changing priorities in a sometimes stress environment.
- Ability to carry out assigned projects to their completion.
- Ability to work independently in a responsible manner utilizing independent judgment.
- Ability to tell when something is wrong or is likely to go wrong and be able to help formulate a solution to the problem.
- Ability to exercise discretion in handling confidential information.
- Ability to regularly engage in activities necessitated by the position outside normal business hours, i.e., evening meetings, emergencies, etc. (This is highly responsible, professional, and administrative work and as such, is expressly exempted by the Fair Labor Standard Act and related state laws from the requirement of paid overtime).

#### *Education, Experience and Training*

- Bachelor's degree in Information Science, Computer Science, Business Administration, or related field, or any combination of education and experience that would provide the knowledge, skills, and competence to perform effectively in this high-level position.

# TOWN OF EAST LYME

## *Job Description: IT Director (Continued)*

### *Education, Experience and Training (Cont.)*

- Minimum of five (5) years-experience with consultative, administrative, or supervisory experience in information technology planning, systems analysis or project management or any equivalent combination of training and experience that provides the following knowledge, skills, and abilities.
- Criminal background and driving record checks required prior to employment

### License or Certificate

- Motor Vehicles Operator's license required
- Means of Transportation

### Physical Demands

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.

While performing the duties of this job, the employee is frequently required to speak; hear; sit; stand; and walk for prolonged periods of time. In addition, while performing the duties of this position, the employee is frequently required to bend; twist; stoop; and climb stairs to various levels. The employee must have the ability to use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to kneel and crouch. The employee is frequently exposed to risk of electrical shock. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision, color vision and the ability to adjust focus. Hand-eye coordination is necessary to operate computers and various pieces of office equipment. The noise level in the work environment is usually quiet to moderate.

The employee must be free from mental and/or physical disorders which would interfere with the performance of duties as described and have the ability to maintain his/her composure with the public and co-workers in every day, stressful and emergency situations.

**\*\*\*\*\*This job description does not constitute an employment agreement or contract between the employer and the employee and is subject to change by the employer as requirements of the job change. The order in which Examples of Essential Functions and Qualifications Profile are meant only for reference and do not necessarily represent any order of magnitude.\*\*\*\*\***