



Office of Human Resources
IT Director - CI2789
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General Statement of Duties

Directs one or more information technology (IT) operations that include developing annual and multi-year work plans and strategies, ensures resources are available to achieve work plans, resolves complex business issues, and establishes management practices and processes that ensure the accomplishment of performance standards.

Distinguishing Characteristics

There are five classifications in the IT management series: IT Manager, IT Manager Senior, IT Director, IT Director Senior and IT Executive. The IT Director is distinguished from the IT Manager, which supervises information technology professionals responsible for developing and maintaining technology infrastructure or services while managing the daily activities of an information technology work group. The IT Manager also provides technical expertise and leadership in the development, implementation, and evaluation of technology solutions.

The IT Director is distinguished from the IT Manager Senior which manages an information technology (IT) operation that includes implementing work plans based on annual goals and the strategic plan; resolves citizen, operational, and management issues; and achieves goals while ensuring resources are utilized appropriately.

The IT Director is distinguished from the IT Director Senior which directs an information technology (IT) operations division that has two or more distinguishably different functional areas that include developing annual and multi-year work plans and strategies, ensures resources are available to achieve work plans, resolves complex business issues, and establishes management practices and processes that ensure the accomplishment of performance standards, annual goals and strategic initiatives.

Finally, the IT Director is distinguished from the IT Executive, which directs multiple information technology (IT) operations within a division or department that include establishing a multi-year vision and strategic plan, optimizing resource allocations, and ensuring the organization accomplishes annual goals and strategic initiatives.

The IT Executive is the highest level of management within IT.

Essential Duties

Develops annual and multi-year work plans and strategies to meet business needs. Develops and directs the implementation of goals, objectives, policies, procedures, and work standards to ensure success.

Communicates business and work area plans and goals to managers and/or supervisors to secure buy-in. Reviews, approves, and implements recommended changes to plans and leads the development of process and/or operational improvements.

Provides technical expertise to clients and IT staff by identifying technology solutions to meet business needs and by leading the design, development, and/or maintenance of supported technologies.

Represents the division/department in meetings with vendors, elected/appointed officials, and other clients to plan and develop technology solutions and to resolve escalated issues. Works with subordinates to develop project plans for large scales technology projects that impact multiple disciplines.

Serves as the IT representative with a variety of public, business, and community organizations. Fosters collaborative relationships to the benefit of the organization.

Resolves sensitive, controversial issues by making decisions that are inclusive of multiple perspectives. Resolves escalated technology complaints including long-term resolutions in problem areas.

Develops and implements technology strategy, architecture, service delivery standards and procedures for the enterprise. Oversees daily operations to ensure standards and procedures are being followed consistently.

Establishes metrics, key performance indicators, and service level agreements for driving the performance of IT service delivery. Reviews and approves performance metrics established by supervisors/managers. Assists staff in the achievement of performance standards while identifying opportunities for continual improvement.

Selects, trains, develops, and evaluates subordinate staff. Makes decisions on hiring, terminations, promotions, and disciplinary actions as required.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Develops and monitors the budget and oversees financial well-being by analyzing cost effectiveness. Directs cost control activities.

Prioritizes and allocates resources to achieve strategies. Utilizes resources to develop or expand services and/or operation. Ensures resources are utilized appropriately and do not exceed the established budget without approval.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Knowledge & Skills

Knowledge of mathematics sufficient to be able to perform a variety of calculations.

Level of Supervision Exercised

Directs one or more work groups within a division, or directs a division, by supervising managers and/or IT professional/technical staff.

By position, matrix manages staff involved in large, complex projects and operations.

Education Requirement

Bachelor's Degree in Computer Science, Mathematics, Business, or a related field.

Experience Requirement

Five (5) years of experience at the type and level of functional or operational management, which must have included management of subordinate supervisors.

Education & Experience Equivalency

Two (2) years of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, a valid Driver's License may be required as a condition of employment.

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Work is primarily performed in an office setting and frequently at other locations for meetings.

Pressure due to multiple calls and inquiries and is subject to interruption.

Subject to varying and unpredictable situations.

Subject to long irregular hours.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Oral Comprehension: Ability to discern the meaning of oral speech.

Sitting: Remaining in a stationary position.

Stooping: Positioning oneself low to the ground.

Talking: Communicating ideas or exchanging information.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Written Comprehension: Ability to discern the meaning of written words.

Background Check Requirement

Criminal Check

Education Check

Employment Verification

By position, Motor Vehicle Record

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-19

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date: 7/1/2024

Revised By: CW

Class History: 11/27/2022 - Revised pay grade as a result of CN1746; 7/30/2023 – Revised licensure & certification and background checks; 7/1/24 – Revised Experience Requirement.