

POSITION DESCRIPTION

Position:	IT Manager
Department:	Administration
Reports to:	Village Manager
FLSA Status:	Exempt
Pay Grade:	Pay Grade C
Benefits:	Insurance (health, dental, vision, life, disability), Health Savings Account, WI Retirement System, Paid Time Off, and Holidays

Purpose of Position:

Under the general supervision of the Village Manager, the IT Manager is responsible for the overall management and administration of the Village's/Utilities information technology initiatives and activities; plans, develops, administers and assumes leadership of the Information Technology Department. Identifies area of technology need and initiates projects and upgrades as needed to meet current and anticipated needs. Establish program priorities, procedures and practices for the Village/Utilities and perform related duties as assigned.

Essential Functions:

- Responsible for network security, selecting and installing new applications, distributing software upgrades, monitoring daily activities, and enforcing licensing agreements.
- Design, implement, install and troubleshoot major computer networks. Performs system backups and recovery.
- Oversee the operation and integration of all technology aspects for the Village/Utility including software, hardware, network and system that integrate including security, telephones, wireless networks, wired network, servers, cloud-based systems, websites, and social media.
- Keeps abreast of technological developments and communicates those developments to the Village/Utility Departments as needed. Advises and works with those departments to formulate and ensure policies concerning the application and use of information processing systems are followed.
- Develop and conduct various training and instruction for system users on operating systems, relational databases, and other applications; assist users in maximizing use of networks and computing systems.
- Serves as primary contact for both internal and external IT inquiries. Answers all incoming helpdesk requests.
- Perform routine maintenance of PC's and related equipment as needed.

- Implements and/or coordinates hardware and software projects outlined in the Capital Improvement Plan.
- Responsible for organization cyber security awareness and training.
- Maintains the buildings entry access systems for employees along with monitoring security cameras, assists with installing computers, servers and network switches.
- Acts as liaison with outside vendors on technology issues and software and hardware implementation as needed.
- Assists the Village Manager with capital planning for IT needs.
- Attends workshops and seminars and/or other training for professional development purposes.
- Perform all other duties as may be assigned by the Village Manager.

Education and Experience:

- Bachelor's degree in computer science, Management Information Systems or a related field.
- Minimum of five (5) years related experience desired.
- Or a combination of education, training, and experience may be considered.
- Valid driver's license.

Knowledge, Skills and Abilities:

- Ability to communicate effectively, orally, and in writing.
- Knowledge of standard office practices, procedures, equipment, and office assistance techniques.
- Skill in the operation of standard office, word processing, and data entry equipment.
- Ability to be organized and self-motivating; and to prioritize workload in order to meet deadlines.
- Must be able to work occasional nights, and weekends as required to repair, install, and maintain technology systems. Must be able to attend monthly Board meetings.
- Ability to use personal computers and systems.
- Ability to establish and maintain effective working relationships with associates and outside consultants.

Physical Requirements and Working Conditions:

This work requires the occasional exertion of up to 20 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires standing, sitting and reaching with hands and arms and occasionally requires walking, pushing or pulling and lifting; work requires close vision, distance vision, ability to adjust focus and depth perception; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information

through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, using of measuring devices, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

The Village of Harrison is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Village will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.