

(New Revised as of 12/9/2021)

City of Lake City, FL

Classification Description

Classification Title: DIRECTOR OF INFORMATION TECHNOLOGY

Pay Grade: 19

Department: INFORMATION TECHNOLOGY

FLSA Status: Exempt

General Description

This is a highly technical and administrative position in the planning and carrying out the functions of the City's Information Technology Systems. Responsible for the maintenance, configuration and reliable operation of the City of Lake City's server infrastructure and server applications, computers and computer networks; including hardware, software, and all configurations. Management of the local area network (LAN), the wide area network (WAN), and the intranet/internet systems. Work is performed under the general direction of the Assistant City Manager.

Nature of Work

Essential Functions:

- Manage the deployment, monitoring, maintenance, development, upgrade and support of all IT systems, including servers, PCs, operating systems, telephone, software applications, and peripherals.
- Establish and evaluate network performance issues including availability, utilization, throughput, and latency, planning and executing the selection, installation, configuration, and testing if equipment.
- Manage and upgrades servers, security solutions, network hardware and equipment, as well as troubleshoot network performance. Install new/rebuild existing servers and configures hardware, peripherals, services, settings, directories, storage, etc.
- Provide expertise and support during systems upgrades, installations, and conversions and file maintenance.
- Oversee systems development and enhancement and the integration if new systems with existing systems.
- Work with staff to develop strategies and plans to enhance services, improve user effectiveness and foster innovation.
- Communication regularly with management and all users of information service and systems,
- Develop standard operating procedures, training, and best practices, including written protocols and guidance to IT staff and to end users.
- Develop and implement all policies and procedures, including those for architecture, security, disaster recover, standards, purchasing, and service provision.

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- Ensure the creation and maintenance of all written documentation, including system and user manuals, license agreements, and documentation of modifications and upgrades.
- Oversee provision of end-user services, including help desk and technical support services and training.
- Keep current with the latest technologies and determine what new technology solutions and implementations will meet business and system requirements.
- Ensures daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes. Ensures regular security monitoring to identify any possible intrusions.
- Ensures all City systems are updated and running the most up-to-date Cyber Security measures at all times.
- Ensures there are adequate training and education measures in place for all City personnel to prevent viruses and other intrusions into the City's network.
- Ensures scheduled backups operations, ensuring all required file systems and system data are successfully backed up to the appropriate media.
- Manage IT staff, including hiring, training, evaluation, guidance, discipline and discharge.
- Manage financial aspects of the IT Department including purchasing, budgeting and budget review.
- Manage telecommunications infrastructure and development plans, projects, policies and procedure.
- Negotiate and administer vendor, outsources and consultant contract and service agreements.
- Configures, optimizes, maintains and upgrades server hardware and applications housed on them.
- Responsible for server and network security. Keeping up-to-date on new vulnerabilities and threats and addressing them via patching and updates.
- Configures and monitors data backups, checking them daily and correcting any errors immediately. Tests recovery procedures monthly. Evaluate and assist the IT Director with disaster recovery planning, making recommendations on hardware and software.
- Manage patching and updates on network equipment such as switches.
- Assist with definition and maintenance of physical network architecture and infrastructure including TCP/IP addressing, communication lines, configuring and supporting routers and switches.
- Configure and install virtual private network (VPN) connections for outside users through the City of Lake City's firewall.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform all duties as assigned.)

KNOWLEDGE, SKILLS, AND ABILITIES

Equipment/Software: Repairs, develops, or installs complex software or management information systems, establishes policies for using, acquiring, and/or maintaining technology systems. Creates plans for guides implementation of new technology systems. Demonstrated ability to lead a team of technical staff, to work with the Management of the organization, and to manage multiple concurrent projects. Extensive knowledge of LAN/WAN technology, server hardware and software, backup hardware and software, pc software and operating systems. Experience managing Cisco routers and switches.

Critical Skills/ Expertise: All employees must possess knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks. The abilities expected of all employees include being able to respond to supervision, guidance and direction of superiors in a positive, receptive manner and in accordance with stated policies, be appropriate groomed and attired so as to present a professional image in accordance with the organization's mission, goals, and policies; report for work promptly and properly prepared at the time and place required by the assignment or orders; notify the appropriate supervisor of intended absences in accordance with stated rules; conform with standards and rules regarding use of accrued time; demonstrate a polite, helpful, courteous, and professional image when engaged in any activity with the public; operate and care for equipment to manufacturer's specifications and/or within the specified parameters and in accordance with policies; demonstrate an understanding, consideration, and respect of cultural, religious, and gender differences when interacting with the public and colleagues. Critical skills/expertise identified for this job include:

- Knowledge of enterprise-level hardware systems, LAN's, enterprise-level software and programming languages;
- Expert in Windows Server and desktop computer configuration and network environments with advanced diagnostic and troubleshooting abilities;
- Experience with backup hardware and software, and industry best practices for disaster recovery;
- Experience with large database systems, using SQL;
- Knowledge of hardware configurations;
- Ability to plan and direct staff activities;
- Ability to design integrated computer systems;
- Ability to set work schedules;
- Ability to prepare and manage budget;
- Skill in operating PC's, terminals, etc.; and
- Ability to communicate effectively both orally and in writing.

Minimum Qualifications: Graduation from an accredited four (4) year college or university with a Bachelor's degree in Computer Science or related field. Five (5) years of experience as a system analyst, network administrator, or project leader with experience in the design, development, installation and implementation of computer systems.

Fluency in the administration of Microsoft's Active Directory (or Open LDAP) is necessary for daily tasks. Experience with the administration and integration of a mixed-OS environment is desired. Basic familiarity with Linux (Unix-based) and Microsoft server operating systems is required. Experience with the creation or modification of batch, shell, Perl, and/or python scripts may be necessary for certain job functions. Familiarity with the administration of MTAs. Along with webmail frontend(s), is preferred, a firm understanding of a virtualized server environment (among varying host operating systems) is preferred.

A comparable amount of education, training or experience may be substituted for the minimum qualifications. Must be able to obtain a FCIC/NCIC security certification. Must possess a valid Florida Driver's License.

ESSENTIAL PHYSICAL SKIL

- Moderate to heavy (45 pounds and over) lifting and carrying
- Distinguish colors
- Acceptable eyesight (with or without correction)
- Acceptable hearing (with or without hearing aid)
- Ability to communicate both orally and in writing
- Ability to access, input and retrieve information from a computer
- Walking, Standing, and Crawling
- Kneeling and Bending
- Bending
- Balancing, Stooping
- Driving

Environmental Conditions:

- Works inside and outside in various weather conditions; noise, slippery and uneven surfaces
- Works at heights up to 50 Feet
- May work in stressful situations

SELECTION GUIDELINES: Formal application, rating of education and experience; oral interview and reference check; job related tests might be required. The job description does not constitute an employment agreement with the employer, and requirements of the job may change. By signing below, I am indicating I have read and concur with the above description of my job.

Print Name

Date

Signature