JOB TITLE: **TECHNOLOGY DIRECTOR**

DEPARTMENT: TECHNOLOGY

DATE: JUNE 30, 2017

GENERAL PURPOSE:

The City of Brewer Technology Director is responsible for maintaining the citywide computer network, assisting with departmental computer software, overseeing hardware installation, overseeing the web page, advising departments of training opportunities, working with the Brewer School Department, and representing the City on committees as requested by the City Manager.

The Technology Director sees that the citywide computer network is maintained through the purchase and installation of new equipment and software, relocation of current equipment, troubleshooting & onsite support, and coordinating the necessary maintenance and support of equipment and software. The Technology Director should oversee technology purchases to ensure that the purchases result in an effective and efficient network for the entire city. The Technology Director serves as the network and system administrator.

The Technology Director oversees maintaining and updating the city web page. Each department is responsible to keep their department section of the web page current and advise the technology director of changes. The Technology Director oversees and assists the City departments with social media such as Facebook, Elist and Twitter.

The objective of all technology training is for computer users to use technology as a tool. Departments fund the training of their staff at seminars and local area training facilities. The Technology Director periodically sends educational emails to users regarding City computer policies, current technology trends such as spam and malware, how City software works such as backups, etc.

The City Technology Director works with the School Department to continue to develop computer technology solutions that serve~~s~~ the City and School employees, the students, and the community.

SUPERVISION:

The Technology Director reports to the City Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

**Information/Digital Technology Director**

Establishes and directs the strategic long-term goals, policies and procedures for the information technology department. Determines the city’s long-term systems needs and hardware acquisitions to accomplish the organization's business objectives. Assures that assigned areas of responsibility are performed within budget; performs cost control activities; monitors revenues and expenditures in assigned area to assure sound fiscal control; prepares annual budget requests; assures effective and efficient use of budgeted funds, personnel, materials, facilities, and time. Analyzes the needs of departments and establishes priorities for feasibility studies, systems design and implementation to develop new and/or modify the city's information processing systems. Evaluates information systems and operating procedures. Determines and recommends improvements in current standards and implementation of system changes. Relies on experience and judgment to plan and accomplish goals.

**Systems Administrator**

Oversees the installation of new operating software releases, system upgrades, software patches. Works to resolve~~s~~ software related problems. Oversees system backups and recovery procedures. Assists departments maintain data files and monitors system configuration to ensure data integrity. Detects, diagnoses, and reports related problems on both server and desktop systems. Has knowledge of commonly-used concepts, practices, and procedures within the city. Writes instructions for users to describe installation and operating procedures.

**Web Designer**

Oversee the Design and construction of the web pages/sites including incorporating graphic features and other techniques. Maintains and provides ongoing design of the website, special events, and seasonal content. Performs a variety of tasks. A certain degree of creativity and latitude is required.

**Manager PC Support (Windows and MAC)**

Directs, establishes, plans and implements the policies and procedures to support the organization's PC support services. Manages the deployment, maintenance, support and upgrade of servers, desktop PC, hardware, software, operating systems and distributed printers. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Tracks and monitors the problem to insure a timely resolution. Familiar with a variety of the city department practices and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May work with an outside support team to resolve problems. A hardware vendor or various hardware vendors repair the hardware. A wide degree of creativity and latitude is expected.

**Computer/Cyber Security**

Directs, establishes, plans and implements the policies and procedures to support the organization's computer/cyber-security. Provides educational information and support to end users on a variety of security issues. Identifies, researches, and resolves security problems. Computer security, the protection of computer systems and information from harm, theft, and unauthorized use. Computer hardware is typically protected by the same means used to protect other valuable or sensitive equipment, namely, serial numbers, doors and locks, and alarms.

Computer security, also known as cyber security or IT security, is the protection of computer systems from the theft or damage to their hardware, software or information, as well as from disruption or misdirection of the services they provide.

Cyber security includes controlling physical access to the hardware, as well as protecting against harm that may come via network access, data and code injection and also, due to malpractice by operators, whether intentional, accidental.

**Technical Trainer**

May participate in or conduct technical training programs as schedule permits.

DESIRED MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE:

* Graduation from an accredited four-year college or university with a degree in computer science or closely related field, and
* Five (5) years of progressively responsible related experience, or
* Any equivalent combination of education and experience.

NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES:

* Considerable knowledge of information technology including data processing theory, principles, and practices; considerable knowledge of office automation and computerized financial applications; considerable knowledge of local area networks (LAN); considerable knowledge of desktop and file server operating systems; considerable knowledge of Microsoft Office products; general knowledge of departmental application software in order to assist the various departments; considerable knowledge and creative for web design.
* Skill in operating the listed tools and equipment;
* Ability to prepare and analyze complex reports; ability to maintain efficient and effective automated systems; ability to install (or see installation) and troubleshoot PC systems; ability to effectively supervise staff; ability to establish and maintain effective working relationships with employees, city officials; ability to communicate effective orally and in writing.

TOOLS AND EQUIPMENT USED

Personal computer (Windows and MAC), including word processing and spreadsheet software; Windows File Servers; Microsoft SQL server; Microsoft Exchange server; printers; 10-key calculator; phone; copy machine; scanner; fax machine; various devices such as tablets and smartphones.

Must have a personal vehicle for transportation between city departments with a valid driver’s license.

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 sit and talk or hear, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

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.

The noise level in the work environment has quite a bit of background noise as the technology office is in the auditorium where there are children playing, bands performing, sport functions, etc. Also, the fans of the various computers and file servers in the office make a continuous hum.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above 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.

The job 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.

Approval: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Approval: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Appointing Authority

Effective Date: Revision History: