



City of Milford
Information Technology Director
Pay Grade: 12

Employment Status: Full-Time

FLSA Status: Exempt

Experience Required: Minimum of five (5) years' progressively responsible experience with the administration, coordination, and operation of computerized information management systems and a considerable experience managing multiple concurrent projects and leading a professional IT group. NIMS (National Incident Management System) ICS-100, ICS-200, ICS-300, FEMA IS-700 and FEMA IS-800 training. Possession and retention of a valid motor vehicle operator's license issued by the State of Delaware is required. Must pass pre-employment testing for substance abuse, criminal background, motor vehicle driver's license history, and a pre-employment physical. Subject to random drug and alcohol testing in accordance with City policy.

Minimum Education Requirements: Bachelor's Degree in Management Information Systems, Computer and Information Science, or related field required.

Direct Supervisor: City Manager

Supervisory Responsibility: Small group

Primary Work Location: Office setting

Job Summary: The Information Technology Director is responsible for planning and managing technology services, including both short- and long-term planning, supervising technology staff, and implementing solutions that support City initiatives.

The Information Technology Director shall be committed to the mission, vision and values of the City and demonstrate such through ethical conduct, community stewardship, individual initiative, and responsive service. The Information Technology Director shall demonstrate leadership, management and technical skills through effective communication and collaboration, proper use of team resources, progressive decision-making, personal accountability, and responsibility.

Supervision Received: Work is performed under the general supervision of the City Manager.

Essential Job Functions: An employee in this position may be called upon to do any or all of the following essential duties:

- **Strategic & Operational Leadership:** Manages staff by providing strategic and operational direction for all technology-related services and systems.
- **Technology Services Planning & Management:** Plans and manages the development, acquisition, implementation, and support of technology services, ensuring performance and service expectations are met.
- **Service Delivery & Process Improvement:** Monitors service delivery metrics and adjusts processes to maintain a high level of performance.
- **Technology Solutions Implementation:** Researches, identifies, and implements technology solutions to achieve organizational goals and objectives.
- **Telecommunications Infrastructure Oversight:** Oversees maintenance of the City's telecommunications infrastructure connecting City buildings and utility facilities for data, security, video, and voice services.
- **Server & Software Maintenance:** Performs maintenance on servers, software, and backups to ensure system reliability and data integrity.
- **Secure Remote Access Development:** Develops and implements secure remote access provisions using common protocols (e.g., VPN/PPP).
- **License & Record Compliance:** Ensures all hardware and software licenses are current and maintains WAN DNS records.



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- **Power Backup & Notification Management:** Establishes and monitors power loss and notification systems to mitigate IT room failures.
- **Budget Preparation & Support:** Prepares annual operating and capital budgets and develops budget proposals as needed.
- **Long-Range IT Strategy:** Collaborates with the City Manager to develop and maintain current and long-range IT strategies.
- **Emerging Technology Monitoring:** Monitors new and emerging technologies and makes recommendations to enhance IT operations.
- **Proactive IT Support:** Provides proactive assistance and guidance to identify opportunities for process and performance improvements.
- **IT Compliance Monitoring:** Monitors changes in IT compliance regulations and protocols to ensure adherence.
- **Work Process Evaluation:** Reviews and evaluates work methods and procedures, meeting with staff to identify and resolve operational issues.
- **Workload Management:** Assesses and monitors workload, identifies opportunities for improvement, and implements necessary changes.
- **Staffing & Training:** Assists with the selection, training, motivation, and evaluation of staff; coordinates training programs to address employee deficiencies.
- **Budget Forecast Approval:** Approves forecasts for funds needed for staffing, equipment, materials, and supplies.
- **SCADA System Support:** Assists with the management, repair, and maintenance of the SCADA system to ensure continuous operation.

Essential Functions, Qualifications, & Knowledge, Skills, and Abilities (KSA) for Employment: An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- Networks, systems, desktops, and programming principles including Local Area Networks, Wide Area Networks, SCADA systems, and client/server systems.
- Proven ability in project management techniques in a team environment.
- Information Technology strategic planning.
- Information Technology organizational development and operational concepts and practices including maturity modeling, Service Delivery, Quality Management, Design Thinking, Project Management, and IT Governance.
- Technological changes and trends in the field of computerized information management and electronic communication, including Internet of Things, wireless network technologies, Cloud infrastructures, mobile devices, and security.
- System and computer technology practices and procedures

Skills

- Time management.
- Multi-tasking.
- Able to understand written and oral communication.

Abilities

- Adherence to all applicable Federal and State safety laws, rules and regulations and City safety policies/procedures.
- Compliance with training directives established by supervisory/managerial personnel.
- Ability to move objects weighing over 20 lbs. with the help of equipment/devices, on an infrequent basis.
- Ability to quickly investigate and interpret technological issues and provide technical advice, guidance and direction to individuals and groups.
- Ability to delegate, manage, and supervise effectively.
- Ability to lead and motivate others to achieve goals.



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Signatures / Date

- I have read the job description for my position. I understand and accept the requirements as stated.
- I have read the job description for my position. I would like to have a second review of the job description with my manager and human resources.

City Manager: _____

Employee: _____

Human Resources Director: _____