



City of Milford
Information Technology Director
Pay Grade: G14

Employment Status: Full-Time

FLSA Status: Exempt

Experience Required: Minimum of five years of 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 through short and long-term planning, supervising technology staff, and implementing solutions in support of 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:

- A. Manages staff by providing strategic and operational direction.
- B. Plans and manages all technology related services and systems including development, acquisition, implementation and support; ensures that performance and service expectations are being met.
- C. Maintains a high level of service delivery and management by monitoring metrics and adjusting/maintaining processes.
- D. Researches, identifies, and implements technology solutions to accomplish goals and objectives.
- E. Oversees maintenance of City telecommunications infrastructure interconnecting City buildings and utility facilities for data, security, video and voice services.
- F. Performs server, software, and backup maintenance.
- G. Develops and implements secure remote access provisions through use of common protocols VPN/PPP.
- H. Ensures all hardware/software licenses are met and up to date; including WAN DNS records.
- I. Ensures a solid power loss and notification device in-case of IT room failures.
- J. Prepares annual operating and capital budgets; develops and supports budget



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proposals as needed.

- K. Ensures current and long-range strategies in conjunction with the City Manager.
- L. Monitors and analyzes new and emerging technologies; makes recommendations.
- M. Provides proactive assistance and guidance to identify opportunities to improve.
- N. Monitors changes in IT compliance regulations/protocols.
- O. Reviews and evaluates work methods and procedures and meets with staff to identify and resolve problems.
- P. Assesses and monitors workload, identifies opportunities for improvement and implements changes.
- Q. Assists with the selection of staff; trains, motivates, and evaluates personnel; provides or coordinates staff training; works with employees to correct deficiencies.
- R. Approves the forecast of funds needed for staffing, equipment, materials and supplies.
- S. Assists with the management, repair and maintenance of SCADA system.

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.
- Communication- 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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- 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 Administrator: _____