

# INNOVATION & TECHNOLOGY DIRECTOR

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Position Code: 3200

WC Code: 9410

FLSA Status: Exempt

Pay Grade: 366

Location: Innovation & Technology

Approval Date: 2023

## **General Statement of Duties**

Oversee and direct the activities of the Town's Innovation and Technology (IT) Department and align IT objectives and programs to enterprise objectives and strategies. This is accomplished by creating and organizing technology strategies, designing, and implementing policies and procedures for the department, developing, and submitting plans and budgets to Town management, reviewing, and advising IT related purchases, and negotiating vendor contracts.

## **Distinguishing Features of the Class**

The IT Director works collaboratively with leadership and staff to meet organizational goals and priorities and is responsible for the overall vision, planning, organizing, and execution of all IT functions for the Town of Mooresville. This includes directing all IT operations to meet user requirements as well as the support and maintenance of existing applications, development of new technical solutions and management of the IT department's budget. The IT Director will manage computer hardware, software, personal computer networks, peripheral equipment, surveillance equipment, Town networks, and electronic mail systems; will oversee user support service delivery; make recommendations and plan for hardware and software acquisitions; provide systems administration and perform related functions as required. Work is performed under the general direction of the Assistant Town Manager and is evaluated by periodic conferences, review of records and reports and overall effectiveness of the Town technology systems.

## **Duties and Responsibilities**

Responsible and accountable for the effective implementation of IT management responsibilities.

Develops and implements IT Strategic Plan aligned with the Town Board's Strategic Plan.

Leads the IT Governance Committee and process to further the IT Strategic Plan and Town Board's Strategic Plan.

Defines, develops, publishes, and maintains the network administration technology standards, policies, architecture, and infrastructure including local and wide area networking, hardware, software, and support.

Develops customer service procedures for users; develops service level agreements with users.

Maintains current documentation on the technology architecture and infrastructure.

Oversees the implementation, administration, and maintenance of the Town's networks.

Develops and implements business continuity protocols to minimize disruption to business operations in the event of emergency situations or data loss.

Provides advice to Town Council, management, staff, outside agencies and other stakeholders; prepares and gives presentations as required.

Collects and interprets data, writes project status, problem resolution and research analysis report and makes recommendations.

Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

Establishes and manages an enterprise security stance through policy, architecture, and training processes.

Ensures vendors outside of the enterprise have the same security stance as the Town.

Facilitates and participates in security audits or investigations.

Provides quality control leadership between peer departments to enhance collaboration and the leveraging and integration of business systems.

Supervises IT staff, evaluates performance and skill needs and makes recommendations.

Assesses IT workforce needs and develops strategies and plans for meeting those needs.

Works with vendors and system support personnel, guides troubleshooting, and repairs of all IT issues.

Responsible for all IT planning, programming, monitoring, and budget decisions.

Responsible for the processes for managing, evaluating, and assessing how well the organization is managing its IT resources.

Establishes efficiency and efficacy standards, providing solutions for continued improvements of IT infrastructure.

Responsible for the Town's computer systems hardware and software inventory.

Leads development, implementation, and maintenance of processes for the Town IT systems to accomplish department and Town goals and objectives.

Provides for end-user services, including help desk and technical support services.

Researches and plans for the acquisition and installation of equipment, systems, and software to include telecommunications and video surveillance systems with a focus on an enhanced customer experience.

Keeps current with the latest technologies and determines what new technology solutions and implementations will meet business and system requirements.

Supervises multiple business and/or computer applications through development and support phases.

Responsible for records and information management for the Town throughout its life cycle.

Performs related duties as required.

## **Recruitment and Selection Guidelines**

### **Knowledge, Skills, and Abilities**

Knowledge of FedRAMP and CJIS requirements

Knowledge of IT systems and the ability to install, maintain, and diagnose Microsoft operating systems and application suites.

Knowledge of computer network operating systems, hardware and software planning and installation and computer configuration.

Knowledge of principles and practices of data processing equipment and peripheral equipment operation, troubleshooting and repair.

Knowledge of data management program development.

Knowledge of budgeting procedures and techniques.

Skill in resolving network, peripheral equipment, and computer problems efficiently to minimize down time.

Skill in preparing narrative and/or statistical reports detailing research results related to IT systems.

Ability to manage, diagnose, test, maintain, and repair computer desktops, notebooks, peripherals, telecommunications, servers, cabling, networks, and other IT systems.

Ability to develop, design, organize, present, and implement IT projects.

Ability to manage IT staff, vendors, and town agents.

Ability to communicate effectively verbally and in writing.

Ability to develop logical solutions to network configuration and complex problems.

Ability to establish and maintain effective working relationships with officials, department heads, employees, general public, and vendors.

## **Physical Requirements**

While performing the duties of this job, the employee is frequently required to reach with hands and arms, sit, talk, and hear. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. This position involves sedentary work requiring the employee to exert up to 20 pounds of force occasionally; 10 pounds frequently and/or a negligible amount of force constantly to move objects.

Must possess the visual acuity to inspect, analyze, and repair computers and other technology.

### **Minimum Education and Experience**

Graduation with a bachelor's degree or equivalent in computer science or a related field from an accredited college or university and eight years of professional experience in information technology (networking personal computers, project planning and management, LAN network administration, database administration), to include four years within a management capacity, or equivalent combination of education and experience.

Position also requires exceptional leadership, management, oral/written communication, and interpersonal skills; a demonstrated history of administering comprehensive information technology plans; and a proven record of building strong relationships with government officials, staff, state and federal agencies and private sector partners, and the community.

### **Special Requirements**

Possession of a valid North Carolina Driver's License