

## DIRECTOR OF INFORMATION TECHNOLOGY

**DEPARTMENT** : **TECHNOLOGY SERVICES**  
**SALARY** :  
**FLSA** : **EXEMPT**  
**CIVIL SERVICE** : **EXCLUDED**  
**BARGAINING UNIT** : **NON-BARGAINING**

### GENERAL STATEMENT OF DUTIES

Professional, department head position under the general direction of the Mayor and City Council, responsible for providing leadership and technical expertise in the development and execution of strategic plans for information technology services within the City of Waterloo. Directly responsible for the operations and administration of Information Technology Services Department, including managing support services, overseeing outside technical support services and supervision of technical staff.

### EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

These functions are considered essential for successful performance in this job classification.

1. Develops and implements strategies to ensure the most effective use of all information technology equipment and applications.
2. Evaluates and plans City technology infrastructure to ensure it adequately meets the City's needs.
3. Coordinates hardware and software purchases.
4. Defines, maintains and enforces the standards and procedures necessary for the effective operation of technology in the City.
5. Coordinates the responsibilities of Information Technology Services staff including supervising staff, conducting performance appraisals and recommending employment actions.
6. Plans and administers the technology budget.
7. Evaluates current and future technology needs for IT and other City departments, including coordinating, planning and implementing all technology and support and recommending technology solutions.
8. Ensures that data is accessible to users to support a collaborative planning and decision-making style of leadership.
9. Sets high standards for information technology department and staff.
10. Assists in the administration of the City's LAN and WAN and ensures connectivity at all nodes.
11. Keeps up-to-date on information technology best practices and emerging technologies through user groups, professional organizations, seminars and/or professional literature and assists other departments in keeping informed about issues and changes in the information technology area.
12. Makes and shares decisions in a timely manner.
13. Manages vendors and outside support contracts to ensure the best interests of the City are represented.
14. Coordinates the implementation of best practices in the area of information and network security.
15. Attends City Council or other meetings as required by position.
16. Works independently and with others with

limited supervision.

17. Communicates regularly with other City departments, the Mayor and City Council; answers questions from and establishes and maintains effective working relationships with elected officials, other department heads and technology users.
18. Regular attendance on the job and at the work site is required.
19. Performs all work duties and activities in accordance with OSHA, City and Information Technology Services policies, procedures and safety practices.
20. Performs other duties as assigned by Mayor and City Council.

#### **REQUIRED KNOWLEDGE & ABILITIES**

1. Ability to successfully assess and apply best practices and current technologies to enhance the attainment of the City's technology objectives.
2. Ability to provide leadership in technology support and effectively manage technology staff.
3. Ability to balance several job functions at one time and plan, organize and prioritize assignments; ability to meet deadlines.
4. Ability to work in a team environment to achieve the current and future technology goals of the City.
5. Knowledge of municipal budgeting procedures and management related to areas of responsibility.
6. Ability to recognize sensitive issues and maintain confidentiality.
7. Current knowledge of information technology best practices.
8. Knowledge of data processing,

telecommunications systems, server infrastructure and LAN/WAN networking configurations.

9. Ability to negotiate, review and coordinate services from vendors or outside parties and make recommendations following City guidelines.
10. Ability to work independently with minimum supervision.
11. Ability to communicate clearly and concisely orally and in writing, analyze and interpret data, review materials on a variety of technology issues, give recommendations, review operating and financial statements and administrative reports and respond to questions and concerns from elected officials and other City employees in a clear, concise and easily understandable manner.
12. Ability to establish and maintain effective working relationships with elected officials and City staff.
13. Ability to work with people from a broad variety of social, economic, racial, ethnic and educational backgrounds.

#### **ACCEPTABLE EXPERIENCE & TRAINING**

1. Bachelor's Degree from an accredited college or university in management information systems, business management with a technology emphasis or closely related field with minimum three years' experience in a leadership capacity  
**OR**  
Any equivalent combination of education and experience that provides the knowledge, skills and abilities necessary to perform the essential functions of the position.
2. Experience with technology support models such as ITIL.
3. Experience interacting with a diverse group of individuals.

4. Experience analyzing technical requirements to appropriately plan for and address technology needs.
5. Experience with planning and maintaining a budget.
6. Experience with information systems, productivity applications, TCP/IP networks and other relevant technologies.
7. Project management experience.

**ESSENTIAL PHYSICAL ABILITIES**

The following physical abilities are required with or without reasonable accommodation.

1. Sufficient speech and hearing that permits the employee to communicate effectively with staff, coworkers, elected officials and vendors in person or by telephone.
2. Sufficient personal mobility that permits the employee to operate a passenger vehicle safely and travel from City Hall to other City departments at various locations around the City.
3. Sufficient vision to perform work on a personal computer and perform other technical and administrative responsibilities.

**MISCELLANEOUS**

1. The City of Waterloo will conduct a background investigation including education, employment and criminal history checks on any applicant being considered for this position.
2. Following a conditional offer of employment, the City of Waterloo reserves the right to require a physical examination and a drug test by a physician of the City's choice to determine if an applicant is capable of performing the essential functions of the position.
3. Must establish and maintain residency within Waterloo city limits within time frame as determined by the Mayor.
4. Must submit to and successfully pass panel interview and subsequent interview(s) by the Mayor or his designee(s).

**WORK SCHEDULE**

Will generally work Monday-Friday, 8:00 a.m.-5:00 p.m. but may be required to work outside of normal business hours to perform technology changes or special projects. Must be available for City Council meetings, or other department or City activities that require attendance of the Director of Information Technology. Will occasionally travel for meetings or conferences.

**Minority, female & disabled candidates are encouraged to apply.  
A.A./E.E.O.**