

## Middletown, CT Job Description

<b>Classification Title</b>	Director of Information Systems
<b>Job Code</b>	
<b>Department</b>	IT
<b>Union Group</b>	<a href="#">Non-Representation Teamsters</a>
<b>FLSA Status</b>	
<b>Pay Grade</b>	

### **PURPOSE OF POSITION**

The purpose of this position is to plan, implement and manage the City's infrastructure of networked ~~communications equipment-computer, computer~~ systems, software, ~~personal-computers~~ and peripheral devices. ~~\_, to p~~ Provides technical support services to City departments and manages the development and maintenance of ~~to develop and maintain~~ in-house custom applications for mission-critical systems. ~~The work is performed under the direction of the Mayor.~~

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.*

- ~~Monitor~~ s the configurations and operations of all activities of the network facilities; executefacilities. Executes testing and analysis of variousall elements of the network, which includes physical and virtual servers, network infrastructure, communications equipment, data circuits, leased communications lines and software application programs. Performs diagnostics to identify potential deficiencies. facilities (including software, power, communications, lines and terminals).
- Ensures networks are secure and resolves issues with security breaches. Evaluates network performance and utilization. Troubleshoots problems with network.; ~~provide reports for network performance and utilization and troubleshoot problems with the networks.~~
- Monitors, troubleshoots and responds to daily support issues. Optimizes web and email filter software. Assesses internet, intranet and extranet usage. Administers changes to VOIP unified communications system.
- ~~Coordinate the implementation and use of all Internet, Intranet and Extranet activities.~~ Attends Common Council meetings and/or city commission meetings as required.
- ~~Coordinate and manage overall design and health of all desktop computers and peripherals, including communications equipment and communication systems; the configuration and operation of all networks; research on problems or errors within~~

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~~the networking system and subsystems and recommendation on proper course of action for recovery or repair; documentation of all facets of network operation; the integrity of all network configuration and parameters, and the backup and restoration operations of the same; all network component maintenance; performance of diagnostics on a routine basis to identify potential deficiencies within the network.~~Selects and coordinates contractors for independent professional services.

- Provides support for Council Chamber broadcast events and streaming media. Oversees mobile device assignments and usage.
- Supports citywide video surveillance and building access control systems.
- Develops long and short-range goals and objectives. ~~;~~ coordinates, schedules and oversees the implementation of projects. Compiles budgets for yearly operations, five-year CNR specific projects and multi-year technology implementations. Provides accurate documentation for all facets of network operation and integrity of network configuration parameters.
- Manages department staff and organizes schedules. ~~;~~ Assists in selecting new employees. ~~;~~ Provides instruction and training. ~~;~~ Plans, coordinates, assigns and reviews work. Oversees the implementation of projects. ~~;~~ allocates personnel, maintains Maintains standards and evaluates performance.
- ~~Assists in the selection of vendors to provide professional services.~~ Manages departmental purchasing and accounting practices. Requests quotes from vendors and maintains contract compliance.
- ~~Attends Common Council meetings and/or city commission meetings as required.~~ Assesses overall LAN/WAN design and operation. Researches problems or errors within network systems. Implements proper course of action for recovery or repair. Verifies health of desktop computers and peripheral devices. Validates backup and restoration operations for disaster recovery. Verifies software licensing compliance.
- Perform other related duties as assigned.

### MINIMUM JOB QUALIFICATIONS

#### Education and Experience

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~~Master's~~ Bachelor's Degree ~~preferred~~ in Computer Science, Business Administration, or Public Administration and six (6) years of progressively responsible full-time paid experience supervising or administering computer operations and four (4) years of experience in the installation and support of LAN and WAN technologies or any combination of education and experience that provides equivalent knowledge, skills and abilities.

Appropriate education substitutions can be made.

### Other

- ~~Position requires Microsoft Certified Systems Engineer (MCSE) certification.~~

### PREFERRED QUALIFICATIONS

~~Master's degree and experience with various communication routers, switches, hubs, firewalls and related protocols, network design, deployment and troubleshooting. Certifications in Cisco and Microsoft.~~

### KNOWLEDGE, SKILLS, and ABILITIES

- ~~Requires the ability to perform mid to upper-level data analysis including the ability to coordinate, strategize, systematize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and oversee the execution of these decisions. Knowledge of various hardware platforms and application programs~~
- ~~Requires the a~~Ability to provide first line management. Ability to persuade, convince and train others. Ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations.
- ~~Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information such as requests, technical publications and bulletins, plans, reports, documentation, agendas, policies, inventories, specifications, procedures and non-routine correspondence. Ability to troubleshoot a wide variety of issues~~
- ~~Requires the ability to communicate orally and in writing with the Mayor, all City computer users, Department Heads, Administration, public officials, consultants,~~

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~~vendors and colleagues.~~ Knowledge of City's internal purchasing requirements and contract routing process

- ~~Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages and decimals; may require the ability to perform mathematical operations with fractions, algebra and descriptive statistics.~~ Knowledge of enterprise system monitoring and management tools
- Knowledge of LAN and WAN topology
- Knowledge of accounting practices and public sector fiscal responsibility
- Ability to identify trends in public policy administration and strategic planning for change management
- Ability to Relate to and interact with a non-traditional and diverse student and employee population
- Ability to Work independently
- Ability to Balance competing requirements and needs of client organizations
- Ability to Apply listening and interview skills, work under pressure, address conflict, solve problems, and make sound split-second judgments
- Ability to Read, analyze, and interpret standards, policies, procedures, and regulations
- Ability to Develop and write reports, policies, and correspondence
- Ability to Handle common inquiries or complaints
- Ability to Work with mathematical concepts such as probability and statistical inference
- Ability to Define problems, collect data, establish facts, and draw valid conclusions
- Ability to Interpret an extensive variety of data and instructions in written, oral, schedule, mathematical, or diagram form and deal with several abstract and concrete variables
- Ability to Exercise good judgment and focus on detail as required by the job
- Ability to Operate standard office equipment, such as computer keyboards and monitors, copiers, scanners, and telephone
- Ability to Use (or learn to use) computer software and systems applicable to the position
- Ability to Follow oral and written instructions and procedures

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- ~~Ability to C~~ollect, organize, and interpret data and prepare accurate records
- ~~Ability to C~~ompare data from a variety of sources for accuracy and completeness
- ~~Ability to O~~rganize large volumes of detailed data and information
- ~~Ability to V~~erify and maintain accuracy of detailed data and information, detect data errors
- ~~Ability to M~~eet schedules and deadlines of the work unit
- ~~Ability to C~~ommunicate in English effectively orally and in writing
- ~~Ability to M~~aintain well-organized materials, files, systems and tools
- ~~Ability to A~~adapt to changes in work situations and priorities
- ~~Ability to R~~eason/analyze; use logic to identify and resolve problems
- ~~Ability to E~~valuate, organize, and summarize data and information
- ~~Ability to E~~stablish and maintain constructive and cooperative interpersonal relationships with staff, peers, supervisors, or managers in the work unit and other departments, as well as with staff of outside entities and other individuals, as applicable to the essential duties and responsibilities
- ~~Ability to S~~atisfy the needs of internal and external customers accurately and promptly, treating customers with fairness and respect.

### PHYSICAL REQUIREMENTS

- ~~Requires the ability to operate, calibrate, tune and synchronize, and perform complex rapid adjustment on equipment, machinery and tools such as a computer and other office machines, network servers and equipment, communications equipment, mainframe computer systems, printers and peripherals, mechanical tools, diagnostic instruments, and/or related materials used in performing essential functions.~~
- ~~Ability to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use.~~
- ~~Tasks involve the ability to exert light physical effort in sedentary to light work but which may involve some lifting, carrying, pushing and pulling of objects weighing up to sixty pounds.~~

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~~• Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks.~~

Exerting up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.

### **WORKING CONDITIONS**

*The working conditions 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.*

~~• Ability to work under safe and comfortable conditions where exposure to environmental factors is minimal and poses a very limited risk of injury.~~

Position requires stooping, kneeling, crouching, reaching, climbing, balancing, pushing, pulling and lifting.

*The City of Middletown, CT is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

<b>Date created:</b>	03/04/15
<b>Dates revised</b>	