



JOB DESCRIPTION

TOWN OF WEST WARWICK

TITLE: Information Technology Director **DATE REVISED:** July 17, 2024
REPORTS TO: Town Manager **LAST REVISION:**
UNION: No **FLSA:** Exempt

PRIMARY PURPOSE OF THE POSITION:

The professional in this position is responsible for providing leadership in the planning, directing and implementing of all technology related (hardware, software, and telecommunications, internal consulting) activities for the Town. The Director coordinates the information needs of all Town departments to ensure consistency with the Town's overall information technology infrastructure.

ESSENTIAL DUTIES:

- Develops internal organizational technology strategies for the Town; consults with users; investigates and develops an understanding of all information and operational requirements; establishes new technology objectives in line with organizational objectives;
- Establishes overall technology standards and practices Town-wide;
- Works closely with other department heads and the user community to align technology needs with municipal service needs;
- Acts as the Town's internal consultant and continuously promotes and takes advantage of application software capabilities;
- Manages the planning, directing and execution of all day to day technology related systems and services including hardware, software and telecommunications to meet the needs of the Town and to provide continuity of IT departmental services;
- Monitor security compliance in accordance with IT standards, policies, procedures and in accordance with Federal, State and Local laws.
- Provides services and assistance to all system users as required;
- Oversees the technical design, development and implementations of large projects and/or major software products and systems;

- Establishes and maintains the Town-wide infrastructure to support and guide individual departments with their information technology efforts;
- Works with all technology-based vendors and managed services providers; reviews and evaluates major contracts for computing and information technology services and equipment;
- Establishes controls to coordinate and support PC hardware and software;
- Assists in post-project implementation and continuous improvement efforts to enhance performance and provide increased functionality using technologies;
- Responsible for the development, review and certification of all back-up and disaster recovery procedures and plans;
- Prepares departmental budget;
- Determine, with the Town Manager, the annual and future goals and objectives of the Information Technology department;
- Develops policies regarding network and software application maintenance, computer usage and software usage and development; develop and implement long term technology planning for both the Information Technology department and other Town departments;
- Develop and coordinate systems security, backup, quality assurance, and disaster recovery plans.
- Manage audio visual needs to include streaming town meetings and support all the TEAM, GOTO, Zoom & YouTube platforms for employees.
- Oversee all aspects of social media and Town website
- Performs other duties as assigned.

EDUCATION AND EXPERIENCE:

- Master's degree preferred;
- Minimum of ten (10) years of experience in programming, systems analysis, design and project management;
- Or Bachelor's degree in computer science or closely related field and a minimum of five (5) years of progressively responsible experience, or an equivalent combination of education and experience.

QUALIFICATIONS/REQUIREMENTS:

- Significant experience with project management and technical lead assignments in the implementation and support of complex internal and vendor managed applications; considerable knowledge of relational databases such as Microsoft SQL server, WAN/LAN/Telecommunications Internetworking, including Fiber Optics and VPN,

Broadband, routers, switches, firewalls, etc; considerable experience with network and system deployment planning, integration and migration;

- Demonstrated expertise in various technologies including: municipal software packages, client/server and web servers, various security standards, web services browsers, and various third-party utilities and tools for integrating applications with databases and legacy systems;
- Experience in a complex IT environment; ability to analyze and learn rapidly changing technologies and apply them as part of integrated solutions to business requirements; demonstrated ability and experience in maintaining project schedules, documentation, communications and meeting deadlines;
- Ability to communicate effectively, orally and in writing with employees, consultants, other governmental agency representatives, Town officials and the general public; ability to communicate highly technical aspects of technologies and integration alternatives to management.
- Ability and willingness to receive, handle and complete confidential submissions, records, reports, and data with utmost honesty, integrity and confidentiality.
- Ability to maintain strict confidentiality and the ability to exhibit diplomacy, discretion and tact.
- Valid Driver's License
- Must be able to pass an extensive back ground search

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is required to walk; use hands to operate, find, handle or feel objects, tools or controls; and reach with hands and arms. May stoop, kneel, bend or crouch to install equipment. Employee is required to drive to various town buildings/locations.

The employee must occasionally lift and/or move up to 30 pounds and occasionally lift and/or move objects up to 60 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job, and which are normally found in an office setting. Reasonable accommodations may be made to enable individuals with

disabilities to perform the essential functions of the position. The noise level in the work environment is usually moderately quiet.

This job description does not constitute an employment agreement between the Town of West Warwick and the employee.

APPROVED:

Town Manager

Date