## Job Title: Director of Information Technology Services

**Department:** Information Technology Services (ITS)

**Immediate** 

**Supervisor:** Deputy City Manager

<b>Origination Date:</b>	07/01/2001
<b>Revision Date:</b>	07/01/2012
Job Grade	614
FLSA Status	Exempt

#### **BRIEF DESCRIPTION OF THE JOB:**

Manages, plans, directs, organizes, and administers the overall operations and staff of the ITS Department, including leading strategic planning and implementation efforts, and identifying and prioritizing technology improvements to enhance City of Goodyear mission, vision, and goals, including customer service to internal staff, Council, stakeholders, and citizens. The Director ensures that projects are completed on time while also overseeing the preparation and administration of the budget. Ensures daily functioning of all information systems through proper personnel recruitment, personnel supervision/management, acquisition of technology, and technical assistance.

#### **ESSENTIAL FUNCTIONS:**

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Leads, supervises, manages, and mentors staff by building a team through conducting performance reviews, holding staff meetings, hiring and disciplining, promoting safety, giving advice and guidance, delegating duties, identifying training needs, and providing proper training.
2	S	Prepares and monitors the ITS budget; leads department operational and strategic planning efforts; and plans, organizes, and negotiates allocation of ITS department resources.
3	S	Oversees the technical support process for stakeholders, including troubleshooting and analyzing of systems, administration of system security, installation of preventative maintenance software, and negotiation and monitoring of service agreements with vendors.
4	S	Oversees technology implementation staff that are defining system requirements, researching and evaluating potential solutions, and creating and implementing new systems.
5	S	Ensures the consideration of current technology for effective business practices by conducting research and development and providing proposals and strategies to management and Council.

## **JOB REQUIREMENTS:**

	JOB REQUIREMENTS
Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Minimum nine years experience in a related field.
Certifications and Other Requirements	Valid Driver's License. Ability to meet the criminal background regulations mandated by the FBI CJIS Security Policy.
Reading	Work requires the ability to read and understand technical instructions, responses to RFP/RFQ's, planning documents, and policies/procedures.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication, division, and algebra.
Writing	Work requires the ability to write at a high level in technical terms and concepts.
Managerial	Complex - Work requires managing and monitoring work performance of a department including evaluating program/work objectives and effectiveness, establishing broad organizational goals and realigning work and staffing assignments for the department.
Policy / Decision Making	Significant - The employee normally performs the duty assignments within broad parameters defined by general organizational requirements and accepted practices. End results determine effectiveness of job performance. This position independently decides how objectives are achieved and what resources are needed. Typical positions in this category are upper management to executive level jobs.
Budget Responsibility	Significant - Has responsibility for final approval of a department's budgetary recommendations to a Deputy City Manager/City Manager. Monitors progress toward fiscal objectives and adjusts plans as necessary to reach them.
Technical Skills	Comprehensive Application - Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs, solutions for highly complex issues, and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.
Interpersonal / Human Relations Skills	High - Interactions involve overseeing and/or approving final decisions regarding policy development and implementation. This level often involves interaction with others outside the organization or department on key organizational/departmental issues and requires exercising participative management skills, high levels of negotiation, and the ability to reach consensus on complex issues to achieve organizational goals and objectives.

## **Physical Demands**

**Frequency Code Scale** 

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From 1/3 to 2/3 of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)	Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	□ N □ R ⊠ O □ F □ C	<ul> <li>☑ Making presentations</li> <li>☑ Observing work site</li> <li>☑ Observing work duties</li> <li>☑ Communicating with co-workers</li> </ul>	Pushing/ Pulling	□ N □ R ⊠ O □ F □ C	<ul><li>☒ File drawers</li><li>☒ Equipment</li><li>☒ Tables and chairs</li><li>☐ Hoses</li></ul>
Fine Dexterity	□ N □ R □ O ⊠ F □ C	<ul> <li>☑ Computer keyboard</li> <li>☑ Telephone keypad</li> <li>☑ Calculator</li> <li>☐ Calibrating equipment</li> </ul>	Climbing	□ N □ R ⊠ O □ F □ C	⊠ Stairs     □ Ladders     □ Step stools     □ Onto equipment
Walking	□ N □ R □ O ⊠ F □ C	<ul><li>☑ To other departments/offices</li><li>☑ Around work site</li></ul>	Vision	□ N □ R □ O □ F ☑ C	<ul><li>☒ Reading</li><li>☒ Computer screen</li><li>☒ Driving</li><li>☒ Observing work site</li></ul>
Lifting	□ N ⊠ R □ O □ F □ C	<ul><li>☑ Supplies</li><li>☐ Equipment</li><li>☑ Files</li></ul>	Foot Controls	□ N □ R ⊠ O □ F □ C	<ul><li>☑ Driving</li><li>☐ Operating heavy equipment</li><li>☐ Operating Dictaphone</li></ul>
Carrying	□ N □ R ⊠ O □ F □ C	⊠ Supplies ⊠ Equipment ⊠ Files	Balancing	□ N ⊠ R □ O □ F □ C	☐ On ladders ☐ On equipment ☒ On step stools
Sitting	□ N □ R ⊠ O □ F □ C	<ul><li>☑ Desk work</li><li>☑ Meetings</li><li>☑ Driving</li></ul>	Bending	□ N □ R □ O □ F □ C	<ul><li>☒ Filing in lower drawers</li><li>☒ Retrieving items from lower shelves/ground</li><li>☒ Making repairs</li></ul>
Reaching	□ N □ R ⊠ O □ F □ C	<ul><li>☑ For supplies</li><li>☑ For files</li></ul>	Crouching	□ N ⊠ R □ O □ F □ C	<ul><li>☒ Filing in lower drawers</li><li>☒ Retrieving items from lower shelves/ground</li></ul>
Handling	□ N □ R □ O ⊠ F □ C	⊠ Paperwork □ Monies	Hearing	□ N □ R □ O □ F ⊠ C	⊠ Communicating via     telephone/radio, to     co-workers/public     □ Listening to equipment
Kneeling	□ N ⊠ R □ O □ F □ C	<ul><li>☒ Filing in lower drawers</li><li>☒ Retrieving items from lower shelves/ground</li></ul>	Twisting	□ N □ R ⊠ O □ F □ C	<ul><li>☒ From computer to telephone</li><li>☒ Getting inside vehicle</li></ul>
Crawling	⊠ N □ R □ O □ F □ C	☐ Under equipment ☐ Inside attics/pipes/ditches	Talking	□ N □ R □ O □ F ⊠ C	☑ Communicating via telephone/radio, to co-workers/public
Other		(Explain)			

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<b>Physical Demands (continue</b>								
Machines, Tools, Equipment		Aids:						
Cell phone, desk phone, copier, fax, prir	nter.							
Computer Equipment and S	oftware:							
P.C.'s, printers, servers, diagnostic & me		ment & softwar	re. e-mail and o	office softwar	e.			
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<b>Environmental Factors:</b>								
Environmental Condition	ns	Never	Seasonally	Several T		Several Ti		Daily
Extreme temperature				Per Mor	nth	Per Wee	ek	
(heat, cold, extreme temp. changes fr	om outside	$\boxtimes$						
work)								
Wetness and/or humidity		X					_	
(bodily discomfort from moisture) Respiratory hazards								
(fumes, gases, chemicals, dust and di	rt)	×						
Noise and vibration	•	X						
(sufficient to cause hearing loss)			Ь					
Physical hazards (high voltage, dangerous machinery,	aggressive	X						
prisoners, patients – <u>not customers</u> )	aggressive			_		_		1
Hoolth and Cafatry Candition	~-							
Health and Safety Condition Health and Safety Conditions	N = Never	R = Rarel	v 0 - 0c	casionally	F-1	Frequently	C -	Constantly
Ticatui and Sarcty Conditions	Never	Less than	-	r more of		1/3 to 2/3		or more of
	occurs	hour per we		e time		the time		the time
Mechanical hazards	X	Î						
Chemical hazards	X							
Electrical hazards	X							
Fire hazards	X							
Explosives	X			<u> </u>				
Communicable diseases	X			<u> </u>		<u> </u>		
Physical danger or abuse Other (specify)								
Other (specify)				Ц		Ш		
Primary Work Location:								
☑ Office Environment								
☐ Warehouse								
☐ Shop								
☐ Vehicle								
Recreation Centers/Neighborhood	d Centers							
Outdoors								
☐ Other (Specify)								
<b>Protective Equipment Requi</b>	red:							
N/A								

### **Job Demands**

#### **Overall Strength Demands:**

	Overall Strength Demands
⊠ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.
Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly <u>AND/OR</u> walking or standing to a significant degree.
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.
□ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.

## **Non-physical Demands:**

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	×			
Emergency Situations		×		
Frequent Change of Tasks	X			
Irregular Schedule/Overtime	×			
Performing Multiple Tasks Simultaneously	×			
Working Closely with Others as Part of a Team	×			
Tedious or Exacting Work	X			
Noisy/Distracting Environment			×	
Other (Describe below.)				

#### **EXPECTED BEHAVIOR:**

### Manager/Supervisor – Expected Behavior

The incumbent is expected to embrace, support, and promote the City's core values, beliefs, and culture, which include but are not limited to the following:

- Be positive. Do not participate in gossip or allow gossip or negative comments
- Make time for your employees.
- Maintain confidentiality
- Ensure work plans are prepared and communicated to employees at the time of hire and subsequent dates.
- Ensure evaluations in your area are turned in on time, and are fair and accurate reflections of the work performed for the entire evaluation period.
- Ensure all new employees are trained and mentored
- Prepare career plans. Ensure tools/resources are available for employees to achieve goals
- Walk the talk be an advocate for the Goodyear culture
- Make communication within your department a top priority
- Encourage positive feedback
- Be accountable submit responses to all requests for information by due date and meet deadlines.
- Support a learning environment
- Be on time for all meetings
- Be a champion of the cities policies and procedures and the classification and compensation program.
- Create and implement ethical standards for your worksite
- Respond to personnel issues immediately
- Ensure employees are allowed to participate ion teams and have time to do so
- Prepare and update standard operating procedures, and departmental operation plans annually.
- Ensure that your employees have the necessary resources they need to be successful within budgetary constraints.
- Be accountable for monthly/annual budget expenditures and be fiscally responsible
- Monitor department accomplishments related to performance indicators
- When wrong, state so
- Discussing and planning should be followed up with action
- Let common sense prevail
- Motivate your employees provide positive feedback
- Be visionary anticipate issues
- Mentor and build internal capacity in order for the employees to be able to compete
- Support organizational change
- Support the City's values and mission
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors, and vendors.
- Understand and interpret City policies and procedures, and make rational decisions/ recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and practices and adhere to responsibilities concerning safety prevention, reporting, and monitoring. Safety is everyone's responsibility. Make it a critical part of the day to day operations
- Encourage teamwork and participation by all employees
- Lead by example

• Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

#### **SIGNATURES—REVIEW AND COMMENT:**

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Director	Signature of Department Director	Date
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ments:		

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.