TECHNOLOGY & INNOVATION DIRECTOR

Position Code: 3200
WC Code: 9410
FLSA Status: Exempt
Pay Grade: 364
Location: Technology & Innovation
Approval Date: 2019

General Statement of Duties

Performs difficult professional work networking computer hardware and software and providing assistance to users of personal computer equipment; does related work as required.

Distinguishing Features of the Class

An employee in this class performs work involving development and coordination of plans and programs to ensure efficient and effective information management via computer hardware and software. Employee is responsible for acquisition and installation of computer hardware and software for all Town departments. Work is performed independently and in coordination with the Director of Finance and Administration. 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

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 and administration of the Town's network.

Maintains Town networks; coordinates internet efforts and maintains all internet interfaces including e-mail, servers, and web applications.

Configures and maintains the network hardware and software including local area servers and server administration.

Oversees technology security.

Oversees technical assistance to departments in the selection of appropriate personal computer (PC) hardware and software.

Coordinates hardware maintenance and software training programs with external providers.

Plans and coordinates technology rollout programs.

Provides cost estimates for technology initiatives and assist departments with budgeting for technology.

Administers the mobile phone service for all departments.

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Thorough knowledge of the operation, uses and capabilities of personal computer equipment.

Thorough knowledge of personal computer setup, configuration and support.

General knowledge of word processing, spreadsheet and presentation software.

Some knowledge of general office procedures, practices and equipment.

Ability to understand and follow written and oral instructions.

Ability to install and configure networking hardware and software.

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

Skill in the use of personal computer hardware and software.

Physical Requirements

Must be able to perform the physical life functions of reaching, fingering, pushing, pulling, grasping, talking, hearing and repetitive motions.

Must be able to perform light work exerting up to 20 pounds of force occasionally, up to 10 pounds of force frequently and/or constantly.

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

Minimum Education and Experience

Graduation from an accredited college or university with major course work in computer science or related field and five to seven years of experience in networking personal computers, project planning and management, LAN network administration and one to three years experience in database administration, or equivalent combination of education and experience.

Special Requirements

Possession of a valid North Carolina Driver's License