

**Town of Natick  
Job Description**

<b>Position Title:</b>	Director of Information Technology <u>(IT)</u>	<b>Grade Level:</b>	5
<b>Department</b>	Information Technology	<b>FLSA Status</b>	Exempt
<b>Reports to:</b>	Deputy Town Administrator/ Operations Director		

**Statement of Duties:** ~~Directs and manages all functions of the Information Technology department. The Director of IT is responsible for management of projects, supervision of departmental staff members and recommendations to Administration regarding IT policy and procedures. The Director of IT is responsible for providing strategic oversight and direction of the IT Department. The Director of IT is responsible for researching and implementing technological solutions to support Town wide operations. The Director of IT will manage projects, supervise department staff, and advance initiatives of administration. The IT Department support operations Town wide and the Director of IT will ensure collaboration with both Town and School Departments.~~

**Supervision Required:** The employee works under the broad and general supervision of the Town Administrator and the Deputy Town Administrator/Operations Director, ~~referring only major policy decisions or budgetary limitations to supervisors for consultation.~~

**Supervisory Responsibility:** The ~~employee~~ Director of IT is responsible for the direct supervision ~~over two~~ (2) professional staff of department staff.

**Accountability:** This position is highly accountable and incorrect actions or misjudgment ~~would typically may~~ result in monetary loss, missed deadlines, potential injury, as well as legal repercussions, and adverse public relations.

**Judgment:** Individual judgment and the application of professional knowledge and experience is required in selecting the appropriate practices, procedures, regulations, or guidelines to apply in each case.

**Complexity:** Management responsibility in the information technology arena requires ingenuity and creativity to keep pace with an ever-changing IT environment. Incumbent must oversee technical work while maintaining working relationships with a diverse group of department heads, boards and committees.

**Confidentiality:** This classification requires integrity and confidentiality, in a disclosure of daily activities.

**Work Environment:** Majority of this work is conducted in an office environment; however, it will require visitation to all town facilities for the implementation and maintenance of related equipment.

**Nature and Purpose of Contacts:** Primary contacts are with the Deputy Town Administrator for

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Operations, Information Systems Advisory Board, School Director of Technology, Town and School employees, and ~~the~~ department heads for the purpose of determining communication and information needs, and in developing appropriate and workable solutions. Additional contacts include vendors and manufacturer's representatives for the purpose of exploring new or improved approaches to information technology development and design.

**Occupational Risks:** Duties generally do not present occupational risk with only occasional

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exposure to risk or stress. Minor injury could occur, however, through employee failure to properly follow safety precautions or procedure. Examples of injury include minor bruises from falls, minor cuts or burns, or minor muscular strains from lifting or carrying heavy equipment or materials.

### **Essential Functions:**

*The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

- Administer a comprehensive communication and information technology program for the Town of Natick. Plan, direct, and control information technology programs for the Town of Natick. Coordinate long and short-term strategic planning with Town Officials aimed at standardizing and improving hardware, software and data communications programs in the Town.
- Develop information technology goals and priorities in consultation with the Deputy Town Administrator for Operations and representatives of various Town, Library, and School departments. Assist various Town officials and managers in defining their management information needs, organizing priorities, and identifying the impact of contemplated ~~computerized technology~~ applications on the efficiency and effectiveness of operations. Provide technical advice to all Town managers and elected/appointed officials on a wide variety of issues and problems to meet each department's regulatory, statutory and management requirements.
- ~~Encourage and maintain cooperative planning and working relationships with Town and School departments; develop and implement a comprehensive, Town-wide information technology training program; and develop and implement a streamlined equipment and software applications standard throughout the Town.~~
- ~~Prioritize and assign the work of employees; interview, select, orient, and train department personnel; evaluate work performance; and initiate appropriate personnel actions. Develop and oversee the department's capital and operating budgets, and administer expenditures.~~
- ~~Develop Requests for Proposals~~ Follow all applicable procurement procedures to acquire for hardware, software and communications equipment. Negotiate personal service contracts for consultants; and establish and monitor performance standards for such services.
- Keep abreast of latest developments in technology and management approaches through reading technical publications, participation in seminars and workshops, and contact with other IT & MIS directors.
- ~~Maintain a help desk, including frequently asked questions (FAQ) and a "how-to" library.~~ The help desk should include a work order request system or similar program.
- Review, update and maintain Town Wide Cyber Incident Response Plan.
- Implement Town wide training programs to educate employees on cyber security, shared

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software and other applications as appropriate.

- Work with Town administration to ensure the IT operations are aligned with operational needs, strategic plans, and ongoing initiatives.
- Perform other related duties as required.

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### Recommended Minimum Qualifications:

**Education and Experience:** or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- ~~● Duties require five (5) to seven (7) years of progressively responsible management, administrative, and technical experience in systems analysis or programming.~~
- Position requires a Bachelor's Degree in Computer Science or Information Systems with five (5) years related experience or a minimum of three (3) to five (5) years of related experience with a Master's Degree.
- ~~● Duties Position requires a minimum of five (5) to seven (7) years of progressively responsible management, administrative, and technical experience in systems analysis or programming.~~
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- Employee must be able to demonstrate extensive knowledge of database management systems (MSSQL, Informix, Oracle, etc) and network administration (MS Windows, Unix, Ethernet, WIFI, etc) and various software application packages of network administration and various software application packages.

### Knowledge, Abilities and Skill

#### Knowledge:

- Extensive knowledge of operating characteristics, capabilities and service requirements of information technology systems and equipment.

~~Extensive knowledge of principles, practices and techniques of information technology and management information systems fields.~~

- In-depth knowledge of GPO, AD, Windows Server, Network (including Wireless), DNS, DHCP, VM's and patching.
- ~~● Working knowledge of computer programming and system analysis.~~
- Knowledge of the principles and practices of effective

supervision. Experience with Cyber Security best practices following

NIST guidelines.

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- Abilities:
- Ability to plan, organize and direct a sustained information technology program for Town, Library, and School department.
- Ability to apply new developments in computer technology and methodology in designing new and improved programs.
- Ability to respond to the requirements of different jurisdictions with a clear understanding of Town-wide priorities.
- Ability to communicate effectively with others, both orally and in writing.
- Ability to think critically and problem solve

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Skill:

**Physical and Mental Requirements**

*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 position's essential functions.*

**Physical Skills:**

- There is little or no physical demand needed. The ability is required to lift up to 30 pounds.

**Motor Skills:**

- Duties may involve close hand-eye coordination and physical dexterity.

**Visual Skills:**

- Individual must have the capacity to see and read, as well as determine color differences.

*This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*