

8/31/2016 JP

9/27/2016 JP



37.5 Technology Director		Job Description	
Direct Report	Town Manager/Administrative Services Director	Grade	K \$82,695 - \$102,821
Department	Administrative Services	FLSA	Exempt
Division	Technology	Bargaining Unit	Non- Union
Date	January 2015	Location	Town Hall and Data Center

Summary

Working under the direction of the Town Manager, responsible for the design, implementation, and ongoing maintenance of the technology resources required by all Town departments. Performs a variety of complex technical work to ensure that technology is accessible and secure, and that it is selected, implemented, and managed in a way that supports established standardization, security levels, and Town business objectives.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Oversees the use of and is responsible for all technology and communications equipment used by the Town. This includes the administration of the physical LANs and VLANs, routers and switches, fiber WAN, client computers, servers, network appliances, and firewall, as well as the administration of the phone system and the network needed to broadcast video from Town buildings to Verizon and Comcast through RCTV.
2. Plans, coordinates, directs, and designs all operational activities of the Technology Division. Establishes Department policies and procedures, and monitors compliance.
3. Develops and manages application portfolios for each department to support their operations and objectives. Works closely with decision makers to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization.
4. Works closely with the school department regarding all issues with communication over the WAN, including the school department's access to Town's financial system and video transmission to Verizon and Comcast through RCTV.
5. Oversees the use of and is responsible for all public computers located at the Town's library and senior center, including initial setup, security, updates, internet access, and ongoing maintenance.
6. Responsible for the selection, purchasing, setup, and ongoing maintenance of all technology related office equipment, including, but not limited to, computers, fax machines, printers, scanners, plotters, projectors, etc. Works with Town department heads and staff members to assist with technology selection, purchase, and maintenance.
7. Provides technical assistance to Town employees in the use of all technology and resolves any technology related problems.
8. Creates standards for all staff personal computers, Microsoft servers, and network and security devices located throughout the Town, including, but not limited to, hardware, software, and communications purchases.
9. Ensures that all technology is equipped with current hardware and software.
10. Hires, supervises, and assigns tasks to all technology personnel and contractors involved in the design, development, implementation, operation, and administration of computer and telecommunications software, networks, and information systems.
11. Develops, monitors, and controls the Technology Division budget, including capital, salaries, and expenditures.
12. Perform other position-related duties, as assigned.
- 13.

Peripheral Duties

1. Regularly maintains knowledge of current technology trends and practices by reading and studying journals, meeting with others in the field (i.e. professional meetings), studying periodicals in the area of expertise, and/or attending specialized training courses/seminars.
2. Performs other position-related duties as assigned.



Technology Director

Supervisory Responsibility

1. Provides direct supervision to the GIS Coordinator and two Computer Technicians. Supervisory responsibilities include interviewing and selection, training and development, counseling and discipline, scheduling, terminating, evaluating performance, and recommending pay increases. Responsible for operating and capital budget of \$50,001 to \$250,000.

Competencies

Personal Effectiveness	Credibility / Confidentiality	Thoroughness & Attention to Detail
Collaborative Skills	Communication Proficiency	Resource Management
Technical Knowledge	Supervision/Management Excellence	Quality Control
Discernment/Judgment	Problem Solving	Planning & Organizing

Work Environment

Work is mostly performed in an office environment. The noise level is usually quiet. Some work is performed in a data center that is relatively cold and moderately noisy due to running equipment.

Physical Demands

While performing the duties of the job, the employee is frequently required to talk, hear, sit, stand, walk, bend, stoop, crawl, and kneel. The employee is occasionally required to climb, balance, and operate a motor vehicle. The position requires the application of significant manual dexterity in combination with eye-hand coordination for the operation of manually controlled equipment. The employee must frequently lift, move, push, and/or pull up to 60 pounds. Specific vision demands include close vision, color vision, and the ability to adjust focus for reading and viewing maps, blueprints, and other material for analytical purposes.

Work Hours

This is a full time position with typical 37.5 hours per week. Some fluctuation may occur to cover Town Hall operating hours of 7:30 AM to 5:30 PM Monday, Wednesday, Thursday, and 7:30AM to 7:00 PM Tuesday. Town Hall is closed on Fridays. Occasional off hour meetings may be required.

Minimum Qualifications

1. Graduation from an accredited four-year college or university with a Bachelor's Degree in Information Technology or a closely related field; and
2. Minimum of seven (7) years of progressively responsible experience in network or systems administration; or
3. Any equivalent combination of education and progressively responsible experience, with additional work experience substituting for the required education on a year for year basis.

Special Requirements

1. Must possess and maintain a valid State driver's license or have the ability to obtain one prior to employment.
2. Cisco Certified Network Associate certification or equivalent, or ability to obtain within one year of hire.
3. VMware certification or equivalent, or ability to obtain within one year of hire.
4. Microsoft Certified Solutions Expert certification or equivalent, or ability to obtain within one year of hire.



Technology Director

Additional Knowledge, Skills and Abilities

1. Significant technical knowledge and expertise in designing, implementing, maintaining, and supporting the wide array of Town technology. Since this technology is always changing, a list of the current technologies will be maintained separate from this job description;
2. Ability to maintain knowledge of current technology trends and practices;
3. Ability to communicate effectively, orally and in writing;
4. Ability to establish effective working relationships with employees, consultants, other governmental agency representatives, Town officials, and the general public;
5. Skill in the operation of computers and assigned software, and in managing and using information management systems.
6. Skill in the operation of computer peripherals such as servers, network switches, routers, firewall, and transceivers;
7. Skill in the operation of power, electronic, and precision tools and equipment such as cable testing equipment;
8. Knowledge of budgeting and related financial management practices;
9. Ability to supervise, guide, direct, and motivate employees;
10. A personal motor vehicle is required to travel and move equipment between buildings.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice as needed by the Town of Reading within the scope of departmental needs.

Signatures

This job description has been approved by all levels of management:

Town Manager: _____ HR: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____ Date: _____