INFORMATION TECHNOLOGY DIRECTOR

POSITION SUMMARY

This position is responsible for coordinating City information and assessing current technology processes, recommending technology purchases/upgrades, overall design/planning of IT infrastructure, and leading the IT department to create efficient and cost-effective operations for the City of Dickinson. This is an executive level position and is a member of and participates in a variety of local and state organizations and interacts with the public on a regular basis.

RESPONSIBILITIES

Essential Duties:

- Provides oversight and direction with regards to the implementation of new technology in order to improve the efficiency of day to day operations
- Oversees the cyber security operations of the City of Dickinson in order to ensure that the city's IT infrastructure is both protected from attacks as well as backed up to provide business data continuity in the event of an attack
- Directs the overall design of public facing websites/systems/servers in order to ensure security as well as transparency and ease of access to information – including but not limited to: Channel 19, City Website, GIS Map Portal, Utility Billing Payment Portal, Employee Portal, etc.
- Ensures the consistency and maintainability of existing applications by creating, maintaining, and enforcing standards/procedures. Develops and implements all IT policies and procedure, especially those for security, disaster recovery, hardware standards, and purchasing of equipment.
- Develop and maintain an annual budget that focuses on both efficiency of City systems and cost effectiveness in order to provide commissioners with responsibly defined outlook of the technological needs of the City of Dickinson
- Develop and maintain a Technology Disaster Recovery Plan to ensure Business Continuity.
- Maintain awareness of changing trends and regulations which might affect the City of Dickinson
- Reviews an overview of all IT systems throughout the City to determine ongoing replacement costs in order to improve performance while decreasing overall operating costs with regards to equipment and the time spent by personnel utilizing the equipment
- Evaluates Hardware/Software needs on a regular basis to benchmark, analyze, prepare reports on, and make recommendations for the improvement of the IT infrastructure and IT systems.
- Review and Purchase licensing of all software solutions purchased by the City of Dickinson to ensure full license compliance within the terms presented by each software vendor.
- Analyze complex business needs presented by staff or commissioners of the City of Dickinson and recommend efficient and cost-effective solutions
- Direct the implementation and execution of the installation/upgrades to all information systems via well-defined plans including procedures, deadlines, and accountability.
- Design/Write Software Code to improve City of Dickinson business functions in a variety of programming languages including but not limited to VB.Net, C++, C#, and Java

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- Maintain and Support a variety of SQL Databases, providing reports and troubleshooting as needed
- Direct the integration of existing software utilizing custom code to increase efficiencies throughout the city and reduce manual entry of data among staff
- Design and Direct the implementation of city security systems to ensure proper coverage, use of industry best practices, and to ensure security systems are kept operational – Security systems include but are not limited to Door Access Systems, Security Cameras, and Alarms
- Direct IT/Security Operations to meet all Federal FBI standards in regards to data and building security with regards to access to all data terminals
- Develop and Maintain a Replacement Plan for all City Technological Devices and direct staff to implement the replacement plan each year or as needed.
- Provide clear direction and support to staff in order to provide courteous and time efficient solutions to the staff of the City of Dickinson
- Direct around the clock support to Public Safety Personnel in order to ensure Business Continuity to the Public Safety Dispatch Center.
- Ensure regular maintenance is performed by IT personnel to all city servers, network devices, security systems, as well as any equipment utilized by the Public Safety Center Dispatch
- *Provide advanced troubleshooting support to IT personnel on technical issues relating but not limited to workstations, servers, network devices, cellular devices, phone systems, web sites, televised meetings, and software used throughout the City Departments*
- Develop and Conduct User Training to improve and enhance user knowledge and efficiency when utilizing current and new software.

Knowledge, Skills and Abilities (position requirements at entry):

- Ability to manage and direct multiple concurrent projects and tasks
- Demonstrated ability to work with multiple departments in order to achieve cost effective and efficient results
- Ability to transform departments' technology needs into achievable and sustainable solutions
- Ability to direct and manage IT staff to maintain and encourage positive working environment
- Ability to Communicate technical concepts to technical and non-technical personnel
- Analytical and problem-solving skills
- Ability to design solutions to ensure transparency, security, and ease of access
- Working Knowledge of Windows Applications, Standard Office Applications, and Server Operating Systems
- Demonstrated aptitude for learning new technologies and adapting to ever-changing software environments
- Using a variety of Office Equipment and Related Applications
- Ability to Understand/Write Software Code in the following languages: VB.Net, Java, C++, and C#
- Ability to Write HTML Code freehand without the use of a Graphical Editor
- Ability to Design Computer Systems that are both Cost Effective and Improve Performance

- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work
- Excellent interpersonal skills
- Ability to adapt and be flexible when faced with frequent change, delays, unexpected events, and changing work environment
- Communicate orally and in writing, clearly and accurately, complex and/or technical information to employees, members of the media, and other agencies as needed

Judgment/Decision Making:

- Creates/Writes policies and procedures for IT staff and departments in the City of Dickinson concerning technology usage and physical building security.
- Involved in the decision-making process regarding the purchase of all technology solutions for the City of Dickinson
- Sets specific objectives and is accountable for overall results in the Information Technology Department
- Makes decisions on matters of significance; requires a high degree of independent judgement and critical thinking skills

RELATIONSHIPS

Leadership/Supervisory Responsibilities:

- Responsible for the overall direction of the Information Technology Department
- This position reports to the Deputy City Administrator for Finance and Administrative Services

Relation to Others:

- High-level contact with others in key positions within the City, as well as other Information Technology departments at the local, state, and federal level
- Handles highly sensitive information
- Ensures problem resolution, identifies barriers to effective communication, and holds self and staff accountable for customer service excellence
- Communication may be one-on-one, small or large group presentations to staff or commissioners.

SKILLS

Education and Experience:

- Bachelor Degree in Computer Science, Computer Technology Management or Equivalent Technology Field
- Eight years of experience in Information Technology Field.

Special Requirements (position requirements at entry):

- Valid Driver's License.

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WORKING CONDITIONS

Environment:

- Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, lifting, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.
- Work is performed within routine office environment with minimal exposure to hazardous or unpleasant conditions. Physical demands are usually limited to sitting or standing in one location much of the time. Work related travel is minimal.

Classification: Grade 22 (G-22)
Reports to: City Administrator
FLSA: Exempt
Commission Approved: 12/21/2021 (Reclassified IT Manager to IT Director)
Updated: Classification updated by HR Torgerson to align with the new pay scale, effective June 23, 2025.