

CITY OF BEREA
POSITION DESCRIPTION

Class Title: IT Director

Department: Administration

Supervisor: City Administrator

Supervises: None

Class Characteristics: Manages all functions of the computer system for billing and accounting; telemetry and SCADA systems; performs related work as required. Administers computer network; evaluates, purchases, and installs personal computers and related hardware and software; performs related duties as required.

General Duties and Responsibilities:

Essential:

1. Assists end users with hardware/software concerns analyzing the need for new or altering current hardware/software.
2. Coordinates repair and/or replacement of computer equipment.
3. Maintains inventory of computer equipment.
4. Installs and sets-up hardware and software.
5. Troubleshoots software problems and detects problems with operating systems, and attempts to correct them.
6. Maintains all computer hardware in proper working condition.
7. Assists other staff with problems resulting in computer software and/or hardware problems as needed.
8. Prepares Requests for Proposal (RFP) for computer related items.
9. Develops, plans, and implements computer related upgrades.
10. Coordinates and maintains computer equipment replacement plan.
11. Runs maintenance programs.
12. Serves as first point of contact for any computer hardware problems and malfunctions.
13. Maintains inventory of computer equipment and supplies.
14. Investigates purchases of software and hardware for the agency in cooperation with the pertinent Division director.
15. Creates and/or maintains the agency's website, e-mail, intranet, digital document storage, etc.
16. Prepares reports as required.
17. Performs related duties as needed.
18. Directs all activities of the computer system and software.
19. Directs all activities of the network computer system, including troubleshooting and upgrading personal computers and application software
20. Directs all activities of the telemetry and SCADA systems, including installation and troubleshooting.

Non-essential: None.

MINIMUM QUALIFICATIONS

Training and Experience: Bachelors degree in Information Systems Management or related computer science field and local area network certification supplemented by three years related work experience.

Special Knowledge, Skills and Abilities:

Knowledge:

1. Extensive knowledge of personal computers and data based software programs.
2. Extensive knowledge of computer hardware and applicable software.
3. Extensive knowledge of the variety and application of personal computers and peripheral equipment.
4. Extensive knowledge of broad range of software packages and applications.
5. Extensive knowledge of data processing systems.
6. Extensive knowledge of computer network systems.
7. Extensive knowledge of telemetry and SCADA systems.

Skills:

1. Skill in the use of local area network systems.
2. Skill in the use of computers and other office equipment.
3. Skill to disassemble and assemble computers.
4. Skill to insert video cards, RAM chips, network cards, modems, etc., and to identify various computer-related components.
5. Skill in working with agency staff.

Abilities:

1. Ability to efficiently use computer hardware and software.
2. Ability to maintain effective working relationships with employees, public officials and third party computer contractors.
3. Ability to work with minimal supervision.
4. Ability to train agency staff relating to the use of computers.
5. Ability to assume responsibility for managing the computerized and Information Technology activities of the utility.
6. Ability to assume responsibility for managing the telemetry and SCADA activities of the utility.

ADDITIONAL REQUIREMENTS

Instructions: Very general; must use own judgment most of the time.

Processes: Must frequently refine existing work methods and development of new techniques, concepts and programs within established limits or policies.

Review of Work: Work is rarely reviewed – only upon the occasion of a computer issue.

Analytical Requirements: Assignments frequently involve decisions based on a wide knowledge of many factors where applications of advanced or technical concepts are predominantly required.

Physical Demands of the Job: Work is typically performed indoors while sitting at desk or table with intermittent standing, walking, and stooping; lifting light objects (up to 25 pounds) is a requirement of the job.

Tools and/or Equipment Used: General computer equipment (computers, printers, scanners, digital camera, and other peripherals including network equipment).

Contacts: Frequent public and internal contacts requiring tact and diplomacy is requirements of the job.

Confidential Information: Limited use of confidential information is a job requirement.

Mental Effort: Heavy

Interruptions: Frequent.

Special Licensing Requirements: None.

Availability: Occasionally required to work evenings and/or weekends.

Certification Requirements: Must have obtained Local area network certification.

Additional Requirements: None.

Overtime Provision: Exempt.