CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Information Technology Services Director** **E-PLAN SG:E-DH-C**

DEPARTMENT: **Information Technology Services Department** **CS:N FLSA:N EEO4CODE:OA**

JOB SUMMARY:

Provides leadership, direction, and general administrative oversight to the City department and employees responsible for the development, maintenance and operation of technology services in order to support effective public service delivery. Services include technology planning, business applications support, GIS administration, network services and administration, security program management, desktop/mobile systems support, telephone systems support, television station operations, and web services coordination. Work involves significant engagement with the Executive and other City departments and public involvement with elected officials, other policy makers, and citizens. Serving as a member of the City's senior management team, collaborates with the Executive and other City departments on strategy and policy to ensure that the City's mission and core values are incorporated into operational activities and services.

SUPERVISORY RELATIONSHIPS:

Reports to the Mayor. Works independently under general guidance from the Mayor or designee to ensure coordination of objectives and priorities of the Mayor and Council. Supervises staff directly or through assigned managers. Works under City's policies, procedures, municipal code, and various state and federal regulations.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Planning: Responsible for long- and short-range planning of the City's technology infrastructure and services including disaster/recovery planning. Coordinates with City departments and through the Systems Steering Committee (SSC) to establish priorities for work to be accomplished by the Department.

2. Fiscal Management: Develops and administers departmental operating budget and city capital budgets related to enterprise technology/telecommunications projects. Develops and administers citywide internal services funds including computer infrastructure replacement and telecommunications funds. Develops procurement plans and budget monitoring strategies based on the city's mix of technology applications and maintenance agreements.

3. Policy and Standards Development: Develops and maintains Department and City-wide policies related to technology and security, maintaining and ensuring compliance. Develops standards and procedures for information technology and security used throughout the City.

4. Personnel Management: Develops and maintains a workforce committed to, and with highly developed competencies in, customer service, results orientation, and teamwork. Responsible for departmental personnel including position management, work assignments, hiring, training, safety, performance appraisal and discipline. Ensures compliance with labor agreements, City-wide and Department policies, and state and federal laws and regulations.

5. Security: Leads the City's efforts to protect the confidentiality, integrity, and availability of City systems and data. Directs the implementation of priority security controls. Establishes and maintains security policies, procedures, and standards. Ensures compliance with regulatory standards and security policies and standards. Reviews technology-related purchasing contracts for compliance with security standards and best practices. Develops incident response policies and procedures. Oversees, directs, and/or responds to audits, risk assessments, and threat information.

6. Senior Management Team: Provide information and advice to the Mayor and City Council on strategic use of technology and accomplishment of City goals and objectives. Participates in organization-wide strategic planning. Coordinates the Department's activities with those of other City departments to ensure a consistent approach toward common projects and interests and the cost-effective delivery of services.

7. Systems Steering Committee: Chairs the System Steering Committee (SSC) to recommend City-wide technology initiatives, priorities, and policy; to recommend levels of funding and funding sources for Information Technology Services Department (ITSD) services; to recommend allocation plans for ITSD staff and technical resources; to propose policy, standards and procedures for review and approval; to review and report progress toward defined goals; and to evaluate and report to SSC and systems teams on new technologies.

8. Cable Franchise Administrator: Serves as liaison to cable television providers; coordinates community assessments; serves as project manager for franchise renewals; monitors reports and financial data for compliance.

9. Network Services and Management: Oversees operation and maintenance of the City-wide LAN/WAN network, including backup & recovery, cabling, data center/colocation management, firewall administration, integration and connectivity with multiple disparate networks, internet-related services, security monitoring, server administration, storage management, switching and routing, and vulnerability management.

10. Business Applications Support: Responsible for the systems analysis, design, software engineering/re-engineering and support work for mission critical business software, including financial, human resources, and payroll systems. Responsible for database administration and management. Responsible for e-mail systems security and administration.

11. GIS Administration: Responsible for planning, services administration, technical coordination, and support for a highly integrated enterprise GIS based on the ESRI platform.

12. Telecommunications Management: Plans, develops, acquires, implements, controls and evaluates the City's telecommunications system including departmental billings and cost allocations.

13. Technical Services/Service Desk: Responsible for desktop/mobile systems planning and support, project management and consultation services to departments regarding software installation, use, purchase planning, and support. Responsible for mobile device management, multi-factor authentication systems, and O365-based systems. Oversees service desk program.

14. Television Services: Oversees operations of government/education television channel, including filming, content coordination, video production, and broadcast services.

15. Web/Internet Services: Provides webmaster/coordination services to all City departments; provides technical services, application implementation services, and applications development

services related to web-based applications both internal and external.

16. Training: Responsible for the development and implementation of City-wide staff training in computer, telecommunication and network services through Departmental trainers or consultant contracts. Support effective onboarding process to include policy awareness and security training to new employees.

ADDITIONAL WORK PERFORMED:

1. Other duties as assigned by the Mayor

PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):

Knowledge of:
- Contemporary computerized information systems technology including document storage & retrieval, imaging, computer software and hardware, data, video and voice communications equipment and systems, and sources of current information in the field.
- Computer system development methodology.
- Data base design, SQL programming language, client/server technology, systems analysis and design.
- Business systems, including accounting, finance and budget development and analysis.

Skill in:
- Strong management skills including leadership, supervisory skills, management control, problem analysis and decision-making, planning and organizing, interpersonal sensitivity, adaptability/flexibility, stress tolerance and time management.
- Excellent oral communication skills including public presentation skills.
- Excellent writing skills for presentation of reports, policies and organizational communications.
- Excellent project management skills.

Ability to:
- Conduct self at all times in an ethical, professional and respectful manner.
- Establish and maintain cooperative and effective working relationships with citizens and stakeholders, both internal and external.
- Quickly grasp and manage highly complex and technical issues in a fast-paced environment and in a context of inter-related issues, systems, projects, and strategies.
- Develop and implement effective long-term plans and programs.
- Obtain a working knowledge of City department operations, procedures, and processes, plus pertinent federal, state and local regulations.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job, including:
  - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone, and fax machine;
  - Frequently remain stationary for long periods of time;
  - Frequently communicate accurate information and ideas with others.

WORKING ENVIRONMENT:

Work is performed primarily in an office setting subject to frequent interruptions and includes remaining stationary for extended periods of time. May be exposed to highly stressful situations and individuals who are irate or hostile; may be subject to long hours due to attendance at City Council and Committee meetings and other responsibilities required at this executive level. Flexibility to work evening and weekend hours and occasional overnight travel to conferences and training sessions required. This is a sedentary position with minimal physical exertion requirements.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in computer science, public administration, business, or other related field.
- Seven years of progressively responsible experience in information technology including three years in a management position.
- Significant record of accomplishment in improvement of service delivery and teamwork in a municipal environment preferred
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skill and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal convictions check, local background check and fingerprinting. Subject to re-check every five years.

PREPARED BY: Kathryn Hanowell
8/93

REVIEWED BY: _____
Seth Fleetwood
Mayor

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FA/Steve Mahaffey 6/97
M. Mulholland/KH 1/06
A.Sullivan 12/12
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