



## Job Description

- Posted: 03/08/2023
- Expires: 03/24/2023

**Position:** Director of Information Technology

**Department:** Information Technology Department

**FLSA:** Exempt

**Hours:** Generally 8:00 AM to 4:00 PM, Monday through Friday (35 hours per week), 24-hour on-call availability, occasional early morning hours, attendance at evening meetings of the Board of Commissioners and other boards and commissions.

**Wage Rate:** Low to mid \$90,000.00 DOEQ

### Position Summary:

The Director of Information Technology shall provide leadership and management to the Information Technology (IT) department in its charge to provide, operate, and maintain computing and telecommunication facilities, equipment, and services that meet the needs of Haverford Township. The Director is responsible for all aspects of information technology management and control, including supervision of information technology employees; budget preparation and management; recommendations for technical acquisitions; and development of guidelines, standards and procedures. The Director handles strategic planning, tactical action, and operational decision-making to fulfill the mission of the IT department.

### Qualifications:

Bachelors' degrees in computer science or related field from an accredited college or university is required.

At least 10 years of progressively responsible experience in information technology is required.

An equivalent combination of education and experience demonstrating considerable knowledge and exposure to the principles and practices of information technology may be considered.

Strong analytical and logical problem solving skills.

Strong interpersonal communication and relational skills, good organizational and project management skills; sound judgment; initiative; flexibility; detail-oriented.

Demonstrated experience with Microsoft Windows Environments, including MS-SQL and Microsoft Exchange, Internet Information Web Server and similar applications.

Experience with Microsoft windows configuration, installation, maintenance, support and troubleshooting of TCP/IP networks supporting VoIP telephony, microcomputers and other systems; system development, complex project management, knowledge of client/server technology, Internet/intranets.

The Director must possess initiative and drive, have broad relevant technical knowledge with good management expertise and have excellent written and verbal communication skills.

Demonstrated ability to learn and train others on new and existing business related software and hardware packages.

### **Supervision received:**

Works under the direction of the Township Manager, with frequent requests from the Chief of Police.

### **Essential Functions:**

Identify emerging information technologies to be assimilated, integrated and introduced within Haverford Township.

Oversee the development, design, and implementation of new applications and changes to existing computer systems and software packages.

Assess new computing technologies and the feasibility of system enhancements to determine potential value for Haverford Township.

Supervise the ordering, acquisition, inventorying and disposition of hardware and software.

Serve as primary contact with outside vendors in the generation of IT related RFPs, bids, contracts, agreements and other major vendor interactions.

Maintain the integrity and continual operation of the Township network including the inter- and intra-building wiring plant and wireless networks.

Ensure continuity of operations, especially mission critical operations.

Maintain security and privacy of the information systems, communication lines and equipment.

Develop, review and certify all back-up and disaster recovery procedures and plans.

Support IT related aspects of all Haverford Township construction and renovation projects.

Provide leadership, vision and management to the IT department.

Monitor and revise the IT Strategic Plan on an annual basis ensuring its coherence with the overall mission of Haverford Township.

Hold regular departmental meetings to review strategic goals and initiatives, promote team building and work to provide growth paths for staff.

Supervise the ongoing operations of the IT department providing quality and timely support to all Township employees concerning hardware and software needs.

Support the Township's Building Automation Systems (BAS) and serve as or assign a member of the IT Department to serve as a primary point of contact for technical questions and concerns.

Assist in recruiting, hiring and providing appropriate training for IT staff.

Serve on planning and policy-making committees, as assigned.

Perform other duties, as assigned.

### **Powers and Duties of Department Heads:**

Department heads, under the direction of the Township Manager, shall:

Direct, personally and through subordinates, the performance of all functions, duties and operations assigned to and required of the department and its subordinate units by law, the Charter or ordinance and such other activities as may be required by the Township Manager which are not in conflict with law, the Charter or ordinance.

Develop and prescribe, in written form, the internal organization of the department and its subordinate units, subject to the approval of the Township Manager and in accordance with applicable provisions of law, the Charter or ordinance.

Assign duties and responsibilities to subordinate officers and employees within the department and modify those assignments consistent with and in response to the changing exigencies of service, subject to the approval of the Township Manager.

At the discretion of the Township Manager, develop and prescribe, in written form, an administrative manual for the department, subject to the approval of the Township Manager.

Prepare and submit departmental budget requests in accordance with schedules, forms and policies as prescribed by the Township Manager.

Prepare and submit reports prescribed by the Township Manager.

Cooperate with and furnish to any department or unit of the Township any information, service, labor, material and equipment that may be necessary to perform a Township function.

Be aware of and coordinate the activities of the department with appropriate area-wide, regional and intergovernmental programs; keep the Township Manager informed of the activities and policies of such programs as they affect the department or the Township; and make analyses and recommendations regarding such activities and policies when appropriate.

Develop and maintain internal administrative and budgetary controls and productivity and performance standards to assure maximum levels of quality and quantity of service within budgetary limitations.

Keep abreast of developments in administrative policies, management techniques and technological advances and make recommendations to the Township Manager concerning action to be taken by the Board of Commissioners or administrative regulations for the utilization of those policies, techniques and technologies deemed to be in the best interests of the department and Township.

Keep abreast of all laws and Township ordinances and administrative regulations relating to the functions of the department.

Serve as a member of any committee or as a staff officer or provide staff services to any authority, board or commission to which the department head may be assigned by the Township Manager.

Develop personnel planning and employee development policies for the department, including the planning and execution of appropriate training and education programs.

Establish and enforce rules and regulations for the use of Township facilities and services and issue such licenses and permits as may be required by ordinance.

Develop and recommend rate structures for those services for which user fees are charged.

Submit to the Board an annual report of his department and table of organization outlining all employees and duties.

Give a biannual inventory report to the Township Manager. This inventory shall include all Township property, excluding minor items and supplies normally used and other items normally considered expendable.

#### Supervisory Responsibility:

This position is directly responsible for leading all supervisory personnel of the department and indirectly responsible for managing all other employees within the department.

On at least an annual basis, this position establishes goals and objectives for all subordinate employees of the department.

On at least an annual basis, this position evaluates performance of all subordinate employees of the department against goals, objectives, and essential functions.

This position is also responsible for managing all contractors and subcontractors assigned to departmental projects.

#### Equipment/Software:

Extensive use of the following hardware and software:

- VM Servers
- Backup Server and software
- Watchguard firewall
- Police InCar and Body cameras
- Wireless systems
- Electronic gates
- Copiers & Printers
- Security camera systems
- Electronic door systems
- Gas Pump
- Police Mobile Data Terminals
- LPR System for Police
- Plotter
- Voice Over IP phone systems
- Video Production systems
- Personal computers (Laptops, desktop, iPads)
- Sewer camera system
- Cell phones and Hotspots
- SQL Software
- Windows software (O/S, Office, Exchange, windows media player etc.)
- Duo Multi-factor Authentication
- Malwarebytes Anti-Virus

**Licenses, Registrations, or Certificates Required:**

Valid Pennsylvania Driver's License

**Physical Demands:**

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 essential functions.

While performing the duties of this job, the employee is frequently required to sit, talk, listen, read, write and type. The employee is occasionally required to walk; climb stairs and ladders; use hands to operate, finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee occasionally must lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is performed in normal but busy office environment. Attendance at evening meetings is occasionally required. Travel to various Township facilities and alternative

