



CLASSIFICATION TITLE: Information Technology Director	JOB NUMBER: JP-0260	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: Assistant City Manager	PAY GRADE: 33	FLSA STATUS: Exempt "At-Will"

GENERAL SUMMARY

Performs complex executive work planning, organizing, and directing the activities, operations and personnel of the Information Technology department including Governance, Budget, Enterprise Resources Planning (ERP) oversight and related work as apparent or assigned. Work involves setting policies and goals under the direction of the Assistant City Manager ("supervisor"). Departmental supervision is exercised over assigned personnel.

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Ensures the operation of the Information Technology (IT) department is streamlined and aligned with the business objectives of the City, including the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems.
- Strategizes, plans, coordinates, directs, and designs information technology-related activities of the City, as well as provides administrative direction and support for daily operational activities and strategic planning of the IT department, including fostering innovation, planning projects, and organizing the allocation of resources.
- Facilitates, leads and/or participates in meetings and committees; represents the department and City at meetings and conferences; serves as a liaison between the Executive Leadership Team (ELT) and staff pertaining to the activities of the IT department.

- Coordinates departmental activities with other City departments; demonstrates and ensures organizational teamwork; prioritizes, controls, and evaluates department programs and projects, for process improvement and efficiencies.
- Supervises, motivates, and provides direction and guidance to assigned staff; evaluates and reviews work performance for acceptability and conformance with department standards, goals and/or City competencies; works with employees to correct deficiencies; plans, coordinates and arranges for appropriate training of subordinates; documents corrective action and applies City policy, as needed; participates in the interview and selection process of new employees; recommends merit increases, reassignment and promotions according to established guidelines.
- Prepares the department annual operating budget; controls and monitors expenses within budget; ensures fiscal responsibility, cost consciousness, and compliance with City fiscal policies.
- Acts as the City's Chief Information Security Officer. Assesses and mitigates risks related to IT information, projects and operations, ensuring compliance with data protection, privacy, and cybersecurity regulations and best practices.
- Oversees the management of projects and programs; ensures the timely and efficient completion of work.
- Develops, implements, and evaluates departmental procedures and programs, work standards, and goals; maintains, updates, and ensures procedural compliance for mandated programs.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Applicable federal, state, and local laws, rules, codes and regulations related to assigned activities.
- Methods to align technical and business needs.
- Network and PC operating systems, including Microsoft Windows Active Directory, Office 365, Azure, Purview, and ERP business process management software.
- Advanced knowledge of IT infrastructure, cybersecurity, cloud computing, data management, and project management methodologies.
- Architecture and topology for software, hardware and networks.
- Current network hardware, protocols and standards.
- Voice over IP systems.
- Applicable data privacy practices and laws.

- SaaS support structures, compliance and security data ownership.
- Records management requirements.
- Project management principles and best practices.
- Contracts management principles, practices and procedures.
- Human resource management principles, practices and procedures.
- Principles of supervision, training and evaluating performance.
- Public speaking techniques.

Skills and abilities to:

- Understand the methods and principles of business case or investment analysis
- Apply effective methods for capturing functional requirements and develop technical requirements as part of development of a request for proposal (RFP).
- Apply project management methods, tools and principles for managing, scheduling, developing and coordinating projects, including monitoring costs, work and performance.
- Analyze and assess programs, policies and operational needs to allocate resources accordingly.
- Train, supervise and evaluate assigned staff.
- Read, interpret, apply and explain rules, regulations, policies and procedures.
- Research and analyze data and develop, evaluate and present recommendations.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, set priorities and meet critical time deadlines.
- Operate modern office equipment, including personal computer equipment using standard or customized software application programs appropriate to assigned tasks.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS

- Valid driver's license.
- Obtain Certified Chief Information Security Officer (CCISO) within two (2) years of hire and maintain throughout employment.

EDUCATION AND EXPERIENCE

Bachelor's degree with coursework in information technology, computer science, public administration, business or a related field and six (6) or more years of experience in information technology administration, including five (5) years experience in a senior management capacity, or equivalent combination of education and experience.

COMPETENCIES

Executive

- Manage to the future: Understands and communicates a clear vision and path to the future and takes appropriate steps to guide the organization in that direction.
- Have a global perspective: Recognizes and addresses issues that are outside departmental or municipal scope. Views issues without any preset biases or limitations. Takes information objectively, utilizing a broad framework in discussing and formulating opinions on current topics. Sees the "big picture."
- Display political and business acumen: Manages operations and initiatives with an understanding of the agendas and perspectives of others. Recognizes and balances the interests and needs of one's own group in the context of the broader organization and community. Effectively translates business terms into concepts that can be understood by the organization and the public.

Managerial

- Develop Effective Intra- and Inter-Departmental Relationships: Works collaboratively with partners within the City and outside of the City to accomplish the best possible outcomes for all parties.
- Manage Resources Effectively: Effectively applies the organization's assets. Makes efficient use of time, money, people, and other resources to accomplish the organization's goals. Provides direction, guidance, and expectations for resource allocation to ensure service is balanced with fiscal responsibility.
- Think and Plan Strategically: Champions new ideas and initiatives and creates an environment that supports continuous improvement. Considers the City's strategic plan when establishing work unit goals and priorities.

Supervisory

- Foster Teamwork: Builds effective teams committed to organizational goals. Fosters collaboration among team members and among teams. Uses teams to address relevant issues.
- Prioritize Work and Commitments: Develops short- and long-range plans that are appropriately comprehensive, realistic, and effective in meeting goals. Focuses on the most important tasks first and directs others to focus on those tasks. Integrates planning efforts across work units to ensure the most critical work gets done first.
- Drive for Team Results: Demonstrates and fosters a sense of urgency and strong commitment to achieving goals. Encourages others drive for strategic goals.

Persists despite obstacles and opposition. Pursues aggressive goals and works hard to achieve them. Owns the outcomes produced by the team.

- **Manage Employee Performance:** Guides employees to achieve the highest levels of performance. Sets clear and compelling expectations for performance. Provides frequent and specific feedback to help employees meet or exceed expectations. Maintains effective records related to employee performance. Delivers specific, timely, and meaningful performance reviews.

Foundational

- **Use Technical/Functional Expertise:** Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- **Be Accountable for Performance:** Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- **Provide Excellent Customer Service:** Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- **Communicate Effectively:** Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- **Work Safely:** Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.






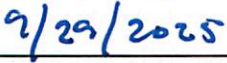
This work requires the regular and punctual attendance at the office or other assigned location; work requires the occasional exertion of up to 25 pounds of force; work frequently sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms and pushing or pulling; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive

information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating motor vehicles, and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

	
Human Resources Director	Date
	
Department Head	Date
	
City Manager or Authorized Designee	Date