



Medford

Medford City Hall
85 George P. Hassett Drive
Medford, MA 02155
Office of Human Resources, Room 204
HR: 781-475-5640

POSITION: Information Technology Director

DEPARTMENT: Information Technology

HOURS OF WORK: Full-time (35 hours/week) Monday, Tuesday, Thursday 8:30am – 4:30pm;
Wednesday 8:30 am - 7:30 pm; Friday 8:30 am - 12:30.

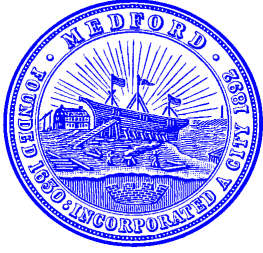
SALARY: \$93,679.04 - \$109,528.64 (Union FLSA Exempt)

BASIC FUNCTION:

The Information Technology Director reports to the mayor and is responsible for planning, organizing, directing, and ensuring the security of the City's information technology infrastructure, services, and systems. The Director manages the IT department, its staff, and vendors, and ensures computer, telephone, and network support to all system users.

RESPONSIBILITIES:

- Plans, organizes, directs, and ensures the security of the City's information technology infrastructure, services, and systems.
- Manages daily operations of the IT department, its staff, and the City's IT support vendor.
- Establishes, communicates, and implements departmental and citywide policies and procedures.
- Ensures computer, telephone, and network support to all system users.
- Formulates short and long-term plans to meet present and future automation, communication, and other technology needs.
- Assesses the security of the City's IT infrastructure and systems and creates short and long-term plans for eliminating security risks, including establishing an acceptable use policy for City staff.
- Confers with operational and management employees of all City departments to learn the nature of their operations and the type of data and equipment needed to attain desired results.
- Analyzes business requirements for IT systems and assesses need for new equipment and software.
- Ensures a complete inventory of all City-owned computer hardware and software is established and maintained and establishes and maintains a regular schedule for routine maintenance of equipment and software.
- Installs, supervises the installation of, or provides technical advice for the installation of technology.



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- Establishes goals for IT operations, evaluates actual performance against those goals, and monitors the effectiveness of the City's IT support vendor/help desk accordingly.
- Provides technical assistance and advice to City staff and officials.
- Reports to the Mayor's Office on a regular basis on department performance, critical issues, resource needs, etc.
- Builds and maintains relationships with outside vendors.
- Identifies resource gaps and recommends changes to the IT Department budget.
- Manages the IT Department budget and prepares an annual budget request for the Mayor's Office and City Council in coordination with the Finance Department.
- Oversees and administers the procurement of services, supplies, and equipment according to Federal, State, and City purchasing policies and procedures in coordination with the Procurement Division of the Finance Department.
- Fills vacant IT staff positions in coordination with Human Resources.
- Stays current on industry developments and trends to continuously improve management of the City's IT systems.
- Performs other related duties as required.

EDUCATION & EXPERIENCE:

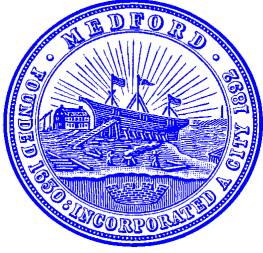
Associate's degree in information technology, information systems, computer science, or related field; minimum eight (8) years of experience working in the information technology field; minimum three (3) years of experience overseeing IT teams and projects; or any equivalent combination of education, training, and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Possess a Valid Class D driver's license required.

KNOWLEDGE SKILL & ABILITIES:

Knowledge: Knowledge of computer systems, networks, security, telecommunications, databases, and storage systems. Working knowledge of coding languages and security protocols relevant to the municipal government IT field. Working knowledge of state procurement laws and municipal finance and budgeting practices preferred.

Skills: Strong interpersonal, organizational, decision-making, management, leadership, and time-management skills. Excellent analytical and problem-solving skills. Excellent written and verbal communication skills.



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Abilities: Ability to manage budgets and invoices and to learn City financial practices. Ability to manage multiple tasks in a detailed and accurate manner. Ability to think creatively, exercise emotional intelligence, and maintain or shift focus in accordance with changing priorities. Ability to establish effective working relationships with employees and vendors doing business with the City. Ability to deal with community members, vendors, City employees, and other customers in a tactful and professional manner.

PHYSICAL REQUIREMENTS:

While performing duties of this position, an employee may be required to sit, walk, climb, crawl, read, write, talk or listen, in person and by telephone; use hands to operate standard office equipment and to assess, fix, or operate building systems equipment; and reach with hands and arms. Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate equipment as necessary during the work assignments.

WORK ENVIRONMENT:

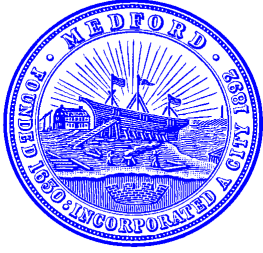
Some work is performed in a normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Operates computer, printer, photocopier, camera, meters, thermometers, various inspection tools, and vehicle. Some work is performed outside in varying degrees of temperature.

Please fill out a Standard Employment Application and include with your cover letter and resume. The application can be found at www.medfordma.org/departments/personnel/jobs. Mail all documents to:

ADDRESS ALL COVER LETTERS AND RESUMES TO
Office Human Resources
City of Medford – Room 204
85 George P. Hassett Drive
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Or send cover letter and resume with the job title in the subject line to
jobs@medford-ma.gov

For the posting please visit the City of Medford's website – www.medfordma.org



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The City of Medford is an Equal Opportunity/Affirmative Action/504 Employer Residents of the City of Medford, Women, Persons of Color, Veterans and Persons with Disabilities are encouraged to apply.