

JOB DESCRIPTION CITY OF SPRINGFIELD

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Director of Information Systems</u>
Sch.& Grade	<u>DHS-15 (Unclassified)</u>
Class Code	<u>AA34</u>
FLSA Status	<u>Exempt</u>
Bargain Unit Elig.	<u>Not Eligible</u>
Occupational Group	<u>Department Head Series</u>

PRIMARY PURPOSE:

To plan, coordinate and manage the activities of the Information Systems Department including the development, implementation, and maintenance of current and future technology systems for information generation and communication for city operations.

SUPERVISION:

Under the general direction and supervision of the Assistant City Manager; supervises professional, technical, and administrative support personnel both directly and indirectly.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Serves as the principal advisor to the City Manager, Assistant City Manager, and other city officials, as well as other departments on matters related to the City's information and technology systems including computer systems, telecommunication systems, data storage, data security, disaster recovery, and documentation.
2. Plans, coordinates and directs the City's information systems needs including such areas as computer and telecommunications systems development and support; network infrastructure development and growth; all areas of computer security; support and maintenance for hardware and software; systems training; acquisition and implementation of new systems; as well as standards, policies, and practices related to city information systems.
3. Consults with management staff to determine city information and automation needs; conducts research to actively identify trends, potential technology advancements, and other appropriate changes to keep pace with changing technology and possible benefits to the City as an organization; prepares immediate and long range planning for hardware, software, and other required support to accomplish city goals and objectives.
4. Coordinates and directs major system implementation, upgrades, and/or conversions including working with outside consultants as appropriate from assessment through implementation phases.
5. Determines work requirements, priorities, service levels, and best use of resources for scheduled operations as well as unplanned incidents.
6. Conducts manpower planning for future department staffing requirements including staff equipment and training needs.
7. Provides leadership through interdepartmental teams and other methods to address the continuously evolving technology needs of the City including coordinating the mission of the Information Technology Advisory Board.
8. Monitors staff work activities and output to ensure production schedules and quantity/quality standards are met.
9. Meets with and advises other department officials, boards, and governmental agencies as well as community organizations on matters pertaining to the City's information systems and communication technology efforts.
10. Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service in a team environment.
11. Prepares and presents statistical and narrative reports including giving presentations regarding information and communications systems needs, solution strategies, and recommendations.
12. Oversees departmental budget including planning, preparing, and administering; advises on budget planning for city-wide technology replacement or upgrades.
13. Develops long-range planning for department policies and programs and works with appropriate staff on implementation plans.
14. Guides and directs a staff of professional, technical, and administrative support personnel including making selection decisions, completing performance evaluations, and ensuring staff have adequate training and professional development opportunities.
15. Monitors staff development and provides development to insure appropriate succession planning within the Department.

IMPORTANT FUNCTIONS:

1. Attends conferences, seminars, workshops and other training for professional development purposes.
2. Utilizes computer software applications.
3. Develop and maintain working relationships with information systems professionals at the local, state, and national level and others providing information systems services to the City of Springfield.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Considerable knowledge of management and business practices, and the use of technology to share information. Must have a good understanding of the issues surrounding the convergence of information technology and telecommunications and how organizations should manage and utilize technology over the longer term.

Abilities

Effectively plan, develop, manage, and administer the City’s information systems activities and programs; make decisions on major policy matters; utilize sound independent judgment in making decisions, preparing policies and making recommendations; analyze and solve business problems; effectively connect technology with business applications; communicate clearly and effectively both verbally and in writing; follow oral and written instructions; present an overall professional image; prepare clear and comprehensive reports that are organized; deliver effective presentations; deal effectively and courteously with employees, other departments, City Council, consultants, outside agencies, and the general public; establish and maintain good working relationships with staff and other city employees which includes rapport and credibility, with those contacted in the course of work; model and facilitate a working environment that encourages awareness and respect for differences among employees and citizens; perform effectively as a member of the team in carrying out the City’s stated mission and philosophy; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

Graduation from an accredited college or university with a Bachelor’s Degree in Information Systems, Business or Public Administration or a related discipline, plus five years of professional experience in an appropriate position that must include supervisory and management level experience; preferably in an IS environment. Experience implementing and managing an ERP system is highly desirable. A Master’s Degree in Business or Public Administration is desirable.

Physical Requirements

Must possess ability to operate computer keyboard and mouse.

Working Environment

Primarily indoors with heating and cooling regulated in a general office environment.

Licensing/Certification

None required.

Miscellaneous Requirements

Must establish residency within the City limits of Springfield within six months of employment and maintain City residency throughout appointment.

Last Revision: February 9, 2012	GENERAL ORDINANCE NO. 4906
Comments: Updated Abilities	Date: June 21, 1999

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____