MURRAY CITY CORPORATION

JOB DESCRIPTION

Title: **INFORMATION TECHNOLOGY DIRECTOR**
Department: Information Technology
Class Code: 1821
FLSA Status: Exempt
Effective Date: July 1, 2016

GENERAL PURPOSE

Under broad supervision of the Mayor, manages all City computer network planning, administration and operations activities. Also performs a variety of complex professional and technical duties related to the installation and maintenance of the city computer network and communications hardware and software systems including network and application servers, routers, Firewall, LAN, WAN, phone systems and PC workstations. Also manages the IT disaster backup and recovery systems, the configuration and installation of network and internet security and network software packages used by the City. Manages the work of the network technical staff (Lead IT Technician, Senior IT Technician, IT Technician, Library IT Technician, Police IT Technician and Fire IT Technician).

ESSENTIAL DUTIES

- Plans, administers and manages all computer network functions for the City. Ensures the MAN (Metropolitan Area Network) is operating at maximum efficiency with proper security. Manages the fiber and data connectivity for multiple and wireless access systems. This also includes cloud based applications such as Sportsman, Coris and Fires programs.

- Manages the maintenance and software updates to all servers in the city with the exception of the AS/400. Servers include: Websense Web filter, Cityworks, Tyler Munis, Active Directory, Linux DNS, Windows 2008/2012 DNS, Spice works helpdesk, LanDesk desktop management, Palo Alto firewall, Windows 2008 File servers. Manages our SAN and VMware cluster which includes 35 VMservers and the DR (Disaster Recovery) site and the Cisco 4510 Central Switch.

- Oversees all functions of the ShoreTel phone system. This includes various switches in multiple City buildings as well as approximately 400 ShoreTel phones.

- Maintains an in depth knowledge of the full scope of the Information Technology Division to include data processing, telecommunications and telephone systems. Manages the above programs in an efficient and cost effective manner by overseeing bids and contract negotiations with IT vendors.

- Serves as the security officer for the network.

- Deploys and maintains the Palo Alto firewalls, cryptography systems, and all network host security activities.

- Works with management to determine resource requirements, budget, and personnel needed to preserve the network in a productive status. Evaluates end user needs and recommends appropriate equipment and software configurations.

- Preserves system integrity for all computers within the city. Ensures city's network and personnel are in compliance with all operating system licenses for servers and desktop PC's to ensure the legality of usage.

- Manages wireless connectivity for city use including the Murray Park wireless system. Ensures wireless connections are secure and safe and meet FBI requirements for 128 bit encryption.

- Oversees and installs complex software for LanDesk desktop maintenance, including desktop management and software delivery systems, creating install packages and deploying system updates.

- Assists with the acquisition and directs the installation of new network hardware, PC computer, hardware and software systems.

- Works closely with Public Safety departments ensuring a smooth network connectivity for all Public Safety software on desktops and laptops. Ensures CJIS (Criminal Judicial Information System) compliance and assists with the installation of Public Safety software on the desktop and laptop computers.

- Provides training to City staff in the use of their computer systems.

- Manages network infrastructure including development and implementation of wiring configuration standards connectivity solutions, overall network operation systems, network software, server hardware configurations, network file systems, directory structure and LAN/WAN system integrity and security. The IT Manager is responsible for the installation and configuration of all network hardware and software.

- Assembles and installs PC hardware, investigates and resolves routine hardware and communications problems.

- Distributes and manages server storage space allotments.

- Analyzes system or application usage and plans for growth or increases in network capacity.

- Understands and uses PC computers, including peripheral devices and use of windows operating systems. Performs system administrative duties and installs operating system, PTF's and application system software.

- Understands principles of data communications including SNA/SDLC networks including Ethernet and token ring, modem setup and installation, and problem determination and resolution.

- Practices network asset management, including maintenance of network component inventory and related documentation and technical specifications information.

- Assists the ADS Director in preparing the IT budget by recommending purchases of hardware, software and system maintenance items needed to operate the network, servers and desktop PC's.

- Researches, configures and installs personal computer software packages, software upgrades, PC support, emulation, internal/external modems and upgrades to hardware and software to meet user needs.

- Works with other Department/Division managers, assists in performing needs assessment and strategic IT planning. Maintains ongoing communication with all Murray City departments, agencies and other organizations to improve operations, meet needs and resolve problems with new and/or existing systems.

- Performs related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience

- BS Degree in Computer Science or related field plus six (6) years of computer experience working with networking infrastructure and WAN networks (Microsoft, Cisco and Linux certifications) OR any equivalent combination of education and experience.

Special Requirements

- Flexible work schedules, occasional evening and weekend work.

Necessary Knowledge, Skills and Abilities

- Working knowledge of LAN, MAN and WAN topologies and architecture, including Multi Vlan architecture. Must be able to construct, operate and maintain LAN, MAN and WAN Networks. A complete knowledge of gigabit and ethernet topology interfacing with network IP phone systems. Must be able to research and solve associated problems.
- A complete knowledge of network equipment such as switches, routers, hubs and how to construct and maintain networks. Must also have a working knowledge of the software control systems for networks such as H.P. Optivity or equivalent.
- Working knowledge of Microsoft Server and PC operating systems – Vmware cluster management, Microsoft and Linux.
- Must have knowledge of firewall servers and security background and application security programming (Palo Alto is preferred).
- Understands, installs and configures network equipment utilizing varied protocols such as TCP/IP, IPX/SPX, Microsoft protocols.
- Must have a working knowledge of IP Telephony and QOS service implementation for network based phone systems (ShoreTel based systems preferred).
- Working knowledge of PC hardware and components including processors, mother boards, accessories, cards, peripherals.
- Working knowledge of PC/LAN application software including word processing. Some administration in database management and development tools. Must be able to install, configure, and administer those systems.
- Ability to model programs and systems to needs of users for desired results. Must be able to understand and follow oral and written instructions and explain technical material.
- Develop effective working relationships with customers, co-workers and administration.
- Ability to analyze local and WAN network problems, as well as AS/400 connectivity problems and resolve issues efficiently.
- Ability to train users on network concepts and methodologies as well as specific application utilization and configuration.
- Ability to interface with technical and engineering personnel in order to discuss technical issues pertaining to problems, purchases or technical specifications.

TOOLS & EQUIPMENT USED

- Personal computer, including word processing and spreadsheet software; network equipment and software.

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 or hear; use hands to finger, handle, feel objects, tools, or controls; and reach with hands and arms. The employee is regularly required to walk.

- The employee must occasionally lift and/or move up to 80 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.

- Work is performed primarily in an office setting. The noise level in the work environment is usually quiet.

DEPT/DIVISION APPROVED BY: _____   DATE: _____

EMPLOYEE'S SIGNATURE: _____   DATE: _____

H. R. DEPT. APPROVED BY: _____   DATE: _____