VERMONT LEAGUE OF CITIES AND TOWNS

JOB DESCRIPTION

DIRECTOR, INFORMATION TECHNOLOGY & COMMUNICATIONS
FLSA Designation: **Exempt**
Pay Classification: **24**

Nature and Scope of Position

This position is responsible for developing and maintaining all information technology (IT) and communications programs, functions and staff of a state-wide municipal association and several non-profit insurance and risk management trust funds. The person will lead the organization in determining how to best utilize information technology to fulfill its mission of supporting and strengthening local government by providing high value services at affordable prices. The position requires the ability to develop and implement IT strategies in order to achieve business goals accompanied by strong project management skills. The person must also be able to accomplish short-term objectives, and allocate and direct resources to support systems, services and programs that achieve those goals. Superior interpersonal skills are critical so that effective working relationships with project owners and clients are achieved. VLCT and its Information Technology Department are small enough so that the position entails "hands-on" technology work in addition to the managerial and supervisory duties.

In addition to this position, the Information Technology Department currently consists of additional IT and communications staff who report to this position. The Director shall, when necessary, contract with third party vendors to provide IT consultation, products, and services. The position reports to the Executive Director.

Duties and Responsibilities

- Supervise all Information Technology and Communications staff. This includes ensuring that all responsibilities assigned to these employees are effectively and efficiently carried out. It also includes conducting employee evaluations, in coordination with the Manager, Human Resources and Administration, making recommendations to the Executive Director on hiring, salary adjustments, disciplining and terminating such employees.
- With the management team, perform all strategic planning for all technology applications.
- Responsible for all computer and network systems administration including user support, software, licensing, and hardware.
- Responsible for managing Windows Server network, Exchange (or similar) mail system, Microsoft SQL and Linux application servers.
- Responsible for computer systems operations including technical support of all office servers and workstations; system security; daily server backups; documentation of information technology systems; recommendation and acquisition of hardware and software; installation of new hardware and software; oversight of licensing and hardware/software, including ensuring compliance with licensing agreements and monitoring warranty agreements.

- Manage, and, when necessary, perform information technology projects.
- Provide operational oversight and hands-on efforts to develop and maintain the local and wide-area network infrastructure and telephony infrastructure.
- Prepare and implement information technology, communications and office equipment budget on an annual and long-term basis, based on needs identified by the management team and approved by the Executive Director and VLCT Board of Directors.
- Responsible for all telecommunications services.
- Responsible for disaster planning and recovery in concert with Chief Financial Officer and Manager, Human Resources and Administration.
- Responsible for a comprehensive, multi-layered technology security and back-up system.
- Responsible for licensing, regulatory and warranty compliance.
- With approval of Executive Director and, when necessary, the VLCT Board of Directors, develops, implements and administers VLCT policies and guidelines related to technology.
- Oversee the planning, development, maintenance, and upgrading of all VLCT technology, including software, hardware and telecommunications systems and all other office equipment approved in annual and long-range budgets.
- Oversee the planning, development and arrangement of staff training on the use of all technology and the appropriate applications, and assist staff to fully utilize the tools available.
- Assure that all department job descriptions are up to date and approved.
- Develop employee development strategies and provide training opportunities consistent with such for department staff within budgetary constraints.
- Delegate responsibilities to staff as appropriate.
- Assure that all technology and communications equipment is properly maintained and upgraded. This includes placing equipment and service contracts where economical; and procuring the appropriate service provider when service is necessary. Work with staff that operates equipment to ensure that it is in peak operating condition. Perform necessary maintenance on equipment using VLCT staff whenever possible.
- Any other projects and duties as assigned by the Executive Director.

Requirements of Work

- Advanced knowledge of computers, particularly personal computers, networks, application software, and necessary additional hardware and software, including telecommunications equipment and services.
- Thorough knowledge of systems analysis, system design, database and client service architecture.
- Ability to evaluate business needs in terms of information processing applications and enhancements and cost effectiveness issues.
- Strong project management skills.
- Ability to translate user requirements into a successful information processing application.
- Ability to present technical information to non-technical audience including both upper level managers as well as end users.
- Knowledge of managerial and supervisory principles and practices.
- Demonstrated ability to effectively supervise technical staff.

- Knowledge of budgeting and planning procedures.
- Strong knowledge of network, telephony, application, and database systems.
- Excellent technical aptitude and ability to learn quickly.
- Excellent problem-solving and research skills.
- Excellent organizational skills and attention to detail.
- Ability to be reliable, thorough, accurate and self-motivated.
- Ability to work independently and efficiently.
- Ability to effectively supervise employees.
- Excellent communication and interpersonal skills that will include the ability to communicate clearly, both orally and in writing, with various municipal officials, co-workers and business partners.
- Ability to operate as part of a team.
- Ability to solve problems and be analytical and strategic.
- Appreciate the mission of the organization and its membership.

Education, Training and Experience

A bachelor's degree in computer science, information systems or comparable area required. Master's Degree in Technology or Business preferred. Experience in Windows Server Technology, Microsoft Exchange (or similar email system), and Terminal Services/Citrix and proficiency in database application maintenance and design required. Four years experience working in an information technology department serving 20+ users in programming, data base administration or systems analysis, or installing, configuring and supporting computer networks or providing support to staff in the operation, maintenance and installation of computer systems,. At least two years effectively leading an information technology department supervising information technology staff required. Experience with multiple business functions, preferably in insurance and member-based organizations. Additional training and certifications in the information technology field including MCSA or MCSE strongly preferred.

Approved, SEJ, 6/7/13

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