

**City of Dunedin, Florida**  
Class Description

Position Title: **Director of Information Technology Services**  
Information Technology Department

**GENERAL STATEMENT OF JOB**

Under general direction, plans, directs and supervises the activities of the Information Technology Services Department, ensuring compliance with all applicable policies, procedures, laws and regulations. Performs related professional and administrative work as directed. Reports to the City Manager.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS:**

*The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position.*

Plans, directs and supervises the City Information Technology Department.

Oversees all functions related to the City's computer and telephone systems. Determines the major work elements or project tasks and monitors the progress of all activities to ensure that resources are efficiently used and that projects stay on schedule.

Supervises department professional, technical and clerical staff. Supervisory duties include instructing; assigning, reviewing and planning work of others; maintaining standards; coordinating activities; allocating personnel; selecting new employees; acting on employee problems; and recommending and approving disciplinary action, employee transfers, promotions and discharge.

Reviews the work of subordinates for completeness and accuracy; evaluates and makes recommendations as appropriate; offers advice and assistance as needed.

Develops and implements department policies and procedures, including a comprehensive information security policy.

Develops and administers the department's annual budget; monitors and approves major expenditures.

Coordinates the department's interaction and assistance with other City departments.

Reviews and approves the development and updating of the City's Information Technology

policies; recommends implementation of policies to the City Manager as appropriate.

Establishes department policies and procedures, as well as work goals and objectives. Monitors the status of all Information Technology projects and programs to measure progress toward goal/objective achievement.

Conducts research and development to support the planning and enhancement of the City's computer systems.

Facilitates organizational technology solutions. Work to include development of a strategic plan for technology solutions for both IT and other City Departments.

Provides customer service to City departments.

### **ADDITIONAL JOB FUNCTIONS:**

Performs routine administrative/office work as required, including but not limited to answering the telephone, typing reports and correspondence, copying and filing documents, etc.

Performs related duties as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Requires a Bachelor's degree in Computer Science, Management Information Systems or closely related field with five years of verifiable work experience in Information Technology; at least two years of prior supervisory experience is required.

An equivalent combination of training and experience which provides the required skills, knowledge and abilities may be considered.

### **SPECIAL REQUIREMENTS**

Must possess a valid Florida driver's license.

MCSE and/or CCNP Certifications are required.

### **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has thorough knowledge of the methods, procedures and policies of the City of Dunedin as they pertain to the performance of essential duties of the Department Director of Information Technology Services. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Understands specific City, county and State ordinances as they apply to the duties and

responsibilities of the position. Is able to make sound, educated decisions. Is able to work under moderately stressful conditions related to balancing multiple projects within the constraints of time available, personnel capabilities, financial resources, and political considerations. Is able to react professionally at all times, dealing with sensitive situations with tact and diplomacy. Knows how to apply supervisory and managerial concepts and principles; has knowledge of administrative principles involved in developing, directing and supervising various programs and related activities. Clearly understands any occupational hazards and adheres to all safety precautions inherent in performing the essential functions of the work. Has the ability to speak, write and understand the English language.

### **Performance Aptitudes**

**Data Utilization:** Requires the ability to coordinate, manage, strategize and/or correlate data and/or information. Includes exercising judgment in determining time, place and/or sequence of operations. Includes referencing data analyses to determine necessity for revision of organizational components. Is able to assemble and analyze information and make written reports and records in a concise, clear and effective manner. Is able to compile, organize and utilize various financial information necessary in the preparation of department budgets, and knows how to prepare and monitor budgets.

**Human Interaction:** Requires the ability to function in a supervisory/managerial capacity for a group of workers. Includes the ability to make decisions on procedural and technical levels. Is able to coordinate department activities with other City departments, consultants, contractors and government/private agencies in order to accomplish goals and complete projects. Is able to supervise, motivate and evaluate the performance of employees. Knows how to maintain effective relationships with personnel of other departments, professionals and members of the public through contact and cooperation.

**Equipment, Machinery, Tools and Materials Utilization:** Has knowledge of and skill in the use of modern office equipment. Requires the ability to use, operate and/or handle equipment such as a computer, printer, copier, calculator, telephone, audiovisual equipment, small hand tools, etc. Has comprehensive knowledge of the principles, theories, practices and methodologies of maintenance and repair, and other fields applicable to the requirements of the position.

**Verbal Aptitude:** Requires the ability to use consulting and advisory data and information, as well as reference, descriptive and/or design data and information as applicable. Has knowledge of proper English usage, grammar, vocabulary and spelling.

**Mathematical Aptitude:** Has the mathematical ability to handle required calculations. Requires the ability to perform moderately complex algebraic and geometric operations.

**Functional Reasoning:** Requires the ability to apply principles of logical or synthesis functions. Ability to deal with several concrete and abstract variables, and to analyze major problems that require complex planning for interrelated activities that can span one or several work units. Is able to read and interpret complex materials pertaining to the responsibilities of the job.

**Situational Reasoning:** Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or set of programs. Is able to take the initiative to complete the duties of the position without the

need of direct supervision. Has the ability to plan, organize and prioritize daily assignments and work activities.

### **ADA COMPLIANCE**

**Physical Ability:** Tasks involve the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds). Tasks require sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry, filing and/or the use of office equipment or supplies.

**Sensory Requirements:** Some tasks require visual and auditory perception and discrimination as well as oral communications ability.

**Environmental Factors:** Tasks are regularly performed without exposure to adverse environmental conditions. Tasks may require extensive VDT exposure.

***The City of Dunedin is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.***

Approved:

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Jennifer K. Bramley, City Manager

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Date