

<p>City of St. Charles Position Description</p> 	Position Title	Director of Information Systems		
	Department	Information Systems	Division	
			Section	
	Full/Part Time	Full Time	Union	Non-Union
	Reports to	City Administrator	Positions Supervised	<ul style="list-style-type: none"> • Network Manager • GIS Manager • Records Division Manager • Senior Systems Analyst/ Programmer • Senior Systems Analyst • Web Administrator
	FSLA Status	Exempt/Appointed	Salary Grade	C

Position Description Overview

This position provides strategic direction for the City's technology efforts. It is responsible for all aspects of administration, financial planning, directing, and supervising the activities of the Information Systems Department. The Director of Information Systems coordinates the information needs of all City departments to ensure consistency with the City's overall information technology plan.

- Essential Job Functions**
- Standard*
1. Take personal responsibility to provide exceptional customer service in order to promote and maintain a positive City image, constructive working environment, and foster pride and professionalism in the workplace and community.
 2. Plan, direct, assign, oversee, supervise, and evaluate the work of the department.
 3. Adhere to all departmental and City safety policies.
 4. Consistent attendance and punctuality is required.
- Position-Specific*
1. Determine, with the City Administrator, the annual and future goals and objectives of the Information Systems Department. Develop a strategic plan for the department and prioritize initiatives and requests. Develop and ensure adherence to procedures and policies, which ensure productive and efficient processes.
 2. Develop and approve policies regarding network and software application maintenance, computer usage and software usage and development; develop and implement long term technology

planning for both the Information Systems Department while engaging with other City departments.

3. Formulate annual and multi-year budgets for the Information Systems Department. Monitor and approve expenditures.
4. Develop and implement information systems standards, procedures, guidelines, and other documentation to ensure consistency and compatibility among systems and to protect the City's information assets. Maintain applications, systems, and processes to ensure compliance with laws and standards.
5. Analyze, recommend, and oversee implementation of improved information technology systems and equipment as they become available. Assure compliance with City policies and goals.
6. Develop and coordinate systems security, monitoring, backup, quality assurance, and disaster recovery plans.
7. Interface with department directors to determine long and short-term technology needs of departments; collect, categorize, and respond to service requests.
8. Oversee Geographic Information System (GIS) including planning, equipment and software purchases, training, and personnel.
9. Oversee the City's telephone equipment, including installation and programming of equipment.
10. Prepare written and verbal reports for various groups and the City Council. This includes attendance at meetings and ability to explain information in an understandable manner.
11. Specify and purchase needed equipment for the Information Systems Department and other technology related equipment and software for all departments; interface with vendors to identify and develop technology for the City.
12. Oversee the specification, purchase, and implementation of software and applications for all departments to improve the efficiency and effectiveness of City operations and ensure a cost-effective and consistent organizational approach.
13. Oversee and monitor records management activities, systems, procedures, and files. Ensure adherence to FOIA laws and procedures.
14. Supervisory responsibilities include establishing performance standards; training and developing subordinate employees; assigning and directing work; monitoring productivity and conduct, providing feedback and assessing performance; and ensuring compliance with City and departmental policies, rules, regulations and ethical standards.
15. Make decisions in personnel matters such as hiring, promotion, discipline, and termination.
16. Oversee the use of formal project management techniques in the selection, installation, and maintenance of software and hardware.
17. Oversee and assist with training of staff in other departments on software applications and hardware use.
18. Oversee data and technology equipment maintenance and repair. Recommend maintenance contracts as needed.

Additional Job Functions

Standard

1. Contribute to a positive group environment by:
 - Complying with all safety policies, practices, and procedures, and reporting all unsafe activities to supervisor and/or Human Resources.

<ul style="list-style-type: none"> • Participating in proactive team efforts to achieve departmental and City-wide goals; • Assisting other co-workers on special projects as required; and • Providing leadership to others through example and by sharing knowledge and skills. <p>2. Perform other duties as required by resolution, ordinance, or direction of the City Administrator, the Mayor and/or City Council.</p>
<p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Direct, coordinate, and review work of outside consultants involved in Information Systems projects. 2. Work with all departments to coordinate end user hardware and application specific software training. 3. Research new and emerging technologies to improve the City's delivery of service.

Basic Requirements	
For successful performance in this position, the incumbent will need to demonstrate the following:	
Knowledge	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Proficient knowledge in personal computer skills, electronic mail, record keeping data base activity, and word processing. <hr/> <p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Thorough knowledge of the theory and application of modern technology in a networked environment. 2. Thorough knowledge of application analysis, design, and programming principles. 3. Strong knowledge of mid-range technology and programming.
Skills	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Effective interpersonal communication skills for interaction with elected and appointed officials, employees, agencies, other governmental units, and the public. 2. Excellent file maintenance and organizational skills. <hr/> <p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Excellent written and verbal communication skills. Effective skills in negotiating, public speaking, consulting, conflict resolution, report writing, editing of written materials, interpretations, and analysis of technical and statistical information. 2. Strong leadership skills to effectively and efficiently organize, direct, coordinate activities, personnel, and equipment of the Information Systems department.
Abilities	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Demonstrated ability to handle confidential material and information in an ethical, professional manner. 2. Demonstrated ability to handle multiple tasks simultaneously and in a timely

	<p>manner.</p> <ol style="list-style-type: none">3. Ability to work with professional independence within the policies established by the City Administrator.4. Ability and willingness to receive, handle, and complete confidential submissions, records, reports, and data with utmost honesty, integrity, and confidentiality.5. Ability to maintain strict confidentiality and the ability to exhibit diplomacy, discretion, and tact.6. Ability to develop good work methods and procedures with initiative and good judgment and to use resourcefulness and tact in meeting new challenges.7. Ability to establish and maintain an effective working relationship with employees, agencies, other governmental units, and the public using strong interpersonal communication skill.8. Ability to speak and communicate clearly in an office environment.9. Ability to speak effectively before groups of customers or employees.10. Ability to compose routine correspondence and routine reports in a clear, concise, logical, and effective manner, utilizing proper grammar, spelling, punctuation, sentence structure, and tone.11. Ability to collect, logically organize, and analyze information, and make appropriate decisions or recommendations within scope of position responsibilities.12. Ability to solve problems and make decisions independently.13. Ability to read, compose, edit, analyze, and comprehend complex legal documents, development agreements and contracts, executive business letters and communications, development-related documents, master plans, construction site plans, budget documents, business magazines, journals, newspapers and technical reports, strategic or operational plans, and governmental regulations.14. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.15. Ability to accurately proofread and edit documents for correct grammar, spelling, sentence structure, punctuation, tone, and content.16. Ability to effectively utilize Microsoft Office products (Word, Excel, and PowerPoint) and Lotus Notes standard features to create properly designed and formatted documents and maintain calendar and communication.17. Ability to perform moderately complex mathematical calculations, including the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals, and to compute percentages, present value, and interest rates.18. Possession of a valid driver's license.
	<p><i>Position-Specific</i></p> <ol style="list-style-type: none">1. Ability to analyze, evaluate and arrive at conclusions for a wide range of technical systems problems and situations.

Education & Experience	<ol style="list-style-type: none"> 1. Master’s degree required (or the ability to obtain one within five (5) years of hire). 2. Bachelor of Science degree in Computer Science or related field. 3. Minimum of ten (10) years of experience in programming, systems analysis, design, and project management. 4. Minimum of ten (10) years of leadership experience. 5. Minimum of five (5) years of supervisory experience. 6. National Incident Management System (NIMS) training as required. 7. Any equivalent combination of experience and education that provides the required knowledge, skills, and abilities.
Physical/ Environmental Demands	<p><i>Standard</i></p> <p>Light physical activity performing non-strenuous daily activities of a productive/technical nature at moderate noise levels in a well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation, including:</p> <ol style="list-style-type: none"> 1. Physical ability to sit, stand, walk, climb, balance, stoop, kneel or crouch. 2. Physical ability to reach items with arms and hands and manual dexterity and fine motor skills sufficient to perform all essential and additional job functions and basic requirements listed above. 3. Physical ability to hear ordinary conversation, such as questions from residents, as well as other sounds, such as the telephone ringing, etc. 4. Ability to see close, at a distance, and with peripheral vision as well as to adjust vision focus. <hr/> <p><i>Position-Specific</i></p> <p>N/A</p>

Position Description Acknowledgement

Position Title

Director of Information Systems

Revised/Updated

2/12/15

I understand that nothing in this position description restricts this organization's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the assignment of essential job functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this position description and its related duties.

Employee

Date

Supervisor

Date

Human Resources

Date