TOWN OF STOUGHTON

DIRECTOR OF INFORMATION TECHNOLOGY; MUNICIPAL

Department:	Information Technology	Date:	September 2023
Reports to:	Town Manager	Hours Worked:	35
FLSA Status:			

Statement of Duties

The Director of Information Technology; Municipal is responsible for administrative, supervisory and technical work in monitoring and directing the municipal information technology system; responsible for managing day-to-day operations for services, hardware, and software used by staff throughout the town. Provides network and systems administration, application training, and day-to-day support for both software and hardware for the municipality. Responsible for all technology operations of the municipality including software, hardware, peripherals and infrastructure and especially for the integration of MUNIS system. Assists in planning, setting, and executing policy, as well as the preparation and management of the town's information technology budgets.

Supervision

This position works under the direction of the Town Manager. The Director of Technology; Municipal is responsible for supervising any employee or vendor involved in providing or supporting IT anywhere within the town municipality.

Performs highly responsible functions of a complex and technical nature requiring the significant exercise of judgment and initiative to ensure that all municipal information technology functions conform to law and to professional standards; works independently within established policies and procedures; assumes direct accountability for departmental results.

Job Environment

— Work is performed under typical office conditions; attends evening meetings as needed.

— May be required to work outside of normal business hours including weekends.

— Work requires occasional contact with the general public, regular contact with all town departments, state, federal and private organizations, requiring administrative and technical knowledge and ability.

— Has access to town confidential information, such as bid proposals, records, documents, contract information and personnel information.

— Errors are difficult to detect and could result in excessive costs, major financial losses from unauthorized expenditures, failure to receive funds due, or deterioration of the

town's financial position; errors may also result in legal ramifications.

Essential functions

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

— Ensures the ongoing operation and support of Information Technology for the town, keeping cyber security a top priority;
— Manages the day-to-day operations of the Information Technology Department, manages the distribution of IT hardware and software, IT services used throughout the town, as well as the directing and supervising IT staff, other staff involved in IT-related tasks, contracted staff, and vendors;
— Assist in the implementation, support, configuration, and training of the MUNIS system.
— Maintain Town of Stoughton Municipality software / hardware infrastructure as needed such as Windows Servers, and LAN/WAN infrastructure including switches (VLANs), routers, firewalls, and storage as an integrated part of our existing network infrastructure.
— Coordinates the work of municipal employees and contract service employees engaged in the development, operation, and maintenance of all management information systems and other communications systems pertaining to the Town;
— Directs the acquiring, deploying, and implementing IT equipment for the town;
— Directs the alteration and remodeling of central and off-site management information service processing facilities, including assisting in the preparation of designs and specifications, cost estimates, and the inspection of the work during construction.
— Provides daily operational LAN Administration services for town networks, servers, and e-mail systems;
— Assigns and maintains permissions, passwords, code setups for Town employees
— Performs proactive maintenance on servers and infrastructure as needed for the Town including creating, updating and completing service tickets.
— Perform system upgrades, deploy new software / hardware for the Town including tracking and installing software updates;
— Participates in developing, updating, or implementing strategic plans for the use of IT within the town;
— Contributes setting policies and establishing standards for the selection, acquisition, deployment, implementation, support, and use of IT for the hiring, assignment, and supervision of staff and contractors whose major duties are IT-related;
— Participates in selecting IT solutions for the town;
— Organizes, supervises and coordinates all activities pertaining to technology training/education of municipal employees, including the scheduling of courses and selection of participants;
— Troubleshoot user issues and other processing problems;

— Assists in developing budgets for Information Technology programs, equipment, and staffing with the Town Manager;
— Works with users and others, including members of the IT staff, to plan for the implementation of new information systems;
— Participates in selecting and specifying information systems and automation-related products for use across the town;
— Oversees IT inventory control systems for various departments;
— Plans and manages implementation activities related to the installation of information systems;
— Develops, updates, and revises short-range and long-range Technology Plans;
— Monitors progress of the implementation plan/schedule to ensure that implementation is timely completed;
— Establishes needs justifications, cost and technical requirements for all hardware purchases;
— Maintains appropriate records regarding problem situations and their resolutions;
— Collaborates with senior town staff in researching and writing grant proposals;
— Provides customer service and satisfaction to all town departments and stakeholders;
— Serves as a liaison with other organizations and vendors as requested;
— Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry.
— Prepare, create and deliver technology application training
— Performs related duties as required.

Recommended Minimum Qualifications

Education and Experience

— Bachelor's Degree in Computer Science, Information Systems, Public Administration, Accounting, or Finance with extensive experience in the Information Technology field.
— Three to five years of experience working in finance or information technology in the public sector with knowledge and understanding of complex public organizations required;
— Experience supervising and working with vendors and contractors engaged in developing and/or implementing any element(s) of an IT environment.
— A combination of education, certifications, and experience may be substituted for required educational degrees.

Preferred Education and Experience

— A Master's Degree in Public Administration, Information Technology, or Computer Science or similar graduate program from an accredited college or university and five (5) years of work experience during which the primary focus of responsibility has involved a broad range of information systems activities, of which three (3) must be in a supervisory capacity, or an equivalent combination of education and experience;

- Municipal experience preferred
- Extensive knowledge of MUNIS
- Extensive knowledge of current practices, methodologies, and trends involving payroll applications and technology;
- A combination of education, certifications, and experience may be substituted for preferred education and experience.

Special Requirements

Knowledge, Ability and Skill

Knowledge
- Thorough knowledge of the principles and practices of municipal information
- Thorough knowledge of PC and Google Applications;
- Very proficient in Windows OS 10, Windows Server 2016 and on
- Demonstrated knowledge of MUNIS 10.5 Financial Systems especially the payroll applications;
- Proficient in Virtual Environments, VM Ware
- Thorough knowledge of LAN/WAN infrastructure including switches (VLANs), routers, firewalls, and storage

Ability
- Ability to understand and analyze complex issues and information relating to IT environments, the various hardware and software elements which form these environments, and the organizations and people who support and make use of these environments.
- Ability to work effectively in a team and communicate with stakeholders.
- Ability to act on this comprehension and analysis to support and enhance these environments.
- Ability to plan and execute complex projects involving complex elements of an IT environment.
- Ability to work with and understand the perspective and needs of staff and others who depend on the IT environment to perform their work.
- Ability to communicate technical information to non-technical people effectively.
- Ability to establish and maintain cooperative relationships with town officials and governmental representatives.
- Ability to communicate clearly and effectively in oral and written form.
- Ability to organize, direct and coordinate administrative activities, operational programs and staff.
- Ability to evaluate staff performance against job requirements and to formulate effective

solutions to performance problems.
— Ability to perform tasks as directed by management and establish work priorities.
— Ability to determine work priorities and to meet established schedules and deadlines.
— Ability to work effectively alone and as a member of a team.
— Ability to understand and analyze complex issues and information relating to IT environments, the various hardware and software elements which form these environments, and the organizations and people who support and make use of these environments.
— Ability to act on this comprehension and analysis to support and enhance these environments.
— Ability to plan and execute complex projects involving complex elements of an IT environment.
— Ability to work with and understand the perspective and needs of Town departments and staff, who depend on the IT environment to perform their work
— Ability to troubleshoot common hardware/software issues, to troubleshoot mobile devices, and to communicate with executives and department heads effectively to find the technical needs of the town departments.
— Ability to diagnose computer problems and discern what level of support is needed when a problem is presented.
— Ability to educate on trending technologies that could have a positive impact on the town.
— Ability to provide guidance and recommendations in regards to infrastructure, software, and subscription investments.
— Ability to manage multiple priorities effectively with minimal supervision
— Ability to interact effectively with co-workers and vendors
— Demonstrated ability to maintain absolute confidentiality of highly sensitive payroll, benefit and medical information

Skill

— Strong interpersonal skills and the ability to work professionally with persons at all levels, including senior staff and other government officials, and to maintain effective working relationships;
— Computer skills including proficiency in a municipal environment, including internet research
— Strong organizational skills;
— Excellent Software / Hardware training skills;
— Excellent analytical and communication skills;
— Excellent PC and data entry skills

Physical and Mental Requirements

— Minimal physical effort required to perform functions under typical office conditions.
— Position requires the ability to operate a keyboard and standard office equipment at an

efficient speed. The employee is required to use hands to finger, handle or feel objects tools, or controls, and to reach with hands and arms.

— The employee is frequently required to sit, talk, and hear.

— Occasionally may be required to lift objects up to 30 pounds.

— Specific vision requirements include close vision, distance vision, and the ability to adjust focus.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirement of the job change.

TOWN OF STOUGHTON

INFORMATION TECHNOLOGY TECHNICIAN: MUNICIPAL

Department:	Information Technology	Date:	September 2023
Reports to:	Director of Information Technology	Hours Worked:	35
FLSA Status:			

Statement of Duties

Working with the Director of Information Technology - Municipal, provides Help Desk support to the Town of Stoughton employees.

Supervision

This position works under the direction of the Director of Information Technology - Municipal.

Performs highly responsible functions of a complex and technical nature requiring the significant exercise of judgment and initiative to ensure that all municipal information technology functions conform to law and to professional standards; works independently within established policies and procedures;

Job Environment

☐ Locations supported include Town Hall, Police Department, Fire Department, DPW, Council on Aging, Cedar Hill Golf Course and the Library.

☐ Work performed under typical office conditions; may be on call rotation if so chooses

☐ May be required to work outside of normal business hours.

☐ Work requires occasional contact with the general public, regular contact with all town departments, state, federal and private organizations, requiring administrative and technical knowledge and ability.

☐ Has access to town confidential information, such as bid proposals, records, documents, contract information and personnel information.

☐ Errors are difficult to detect and could result in excessive costs, major financial losses from unauthorized expenditures, failure to receive funds due, or deterioration of the town's financial position; errors may also result in legal ramifications.

Essential functions

☐ Assists in supporting the ongoing operation of Information Technology for the town;

☐ Provides help desk support to all town employees (including Town Hall, Fire Department, Police Department, the Library, DPW and Council on Aging/Youth Commission

- ☐ Installs and provides upgrades to system software and hardware
- ☐ Occasionally provides training to end users
- ☐ Works with municipal employees and contract service employees engaged in the development, operation, and maintenance of all management information systems and other communications systems pertaining to the Town;
- ☐ Performs proactive maintenance on infrastructure as needed for the Town
- ☐ Performs timely completion and updating of HelpDesk service tickets.
- ☐ Performs system upgrades, deploy new software / hardware for the Town including tracking and installing software updates;
- ☐ Participates in selecting IT solutions for the town;
- ☐ Conducts group and one-on-one training of town personnel in the proper use of IT;
- ☐ Troubleshoot user issues, network issues, and other processing problems;
- ☐ Works with users and others, including members of the IT staff, to plan for the implementation of new information systems;
- ☐ Maintains appropriate records regarding problem situations and their resolutions;
- ☐ Provides customer service and satisfaction to all town departments and stakeholders;
- ☐ Reviews IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry.
- ☐ Prepare, create and deliver technology application training
- ☐ Performs related duties as required.

Recommended Minimum Qualifications

Education and Experience

Bachelors' Degree in Computer Science, Information Systems, or related field.

Three to five years of experience working in information technology or MIS;

Experience assisting users remotely and onsite is required

A combination of education, certifications, and experience maybe substituted for required educational degrees.

Special Requirements

Municipal experience preferred

Extensive knowledge of current practices, methodologies, and trends involving applications and technology.

Knowledge, Ability and Skill

Knowledge

- [ ] Complete working knowledge of current information technology including PC hardware and software applications; understanding of LAN/WAN concepts and server administration
- [ ] Knowledge of the principles and practices of MIS.
- [ ] Thorough knowledge of PC and Google Applications;
- [ ] Very proficient in Windows OS 10, Windows Server 2016, 2019
- [ ] Proficient in Virtual Environments, VM Ware

Ability

- [ ] Ability to understand and analyze complex issues and information relating to IT environments, the various hardware and software elements which form these environments, and the organizations and people who support and make use of these environments.
- [ ] Ability to work effectively in a team and communicate with stakeholders.
- [ ] Ability to act on this comprehension and analysis to support and enhance these environments.
- [ ] Ability to work with and understand the perspective and needs of staff and others who depend on the IT environment to perform their work.
- [ ] Ability to communicate technical information to non-technical people effectively.
- [ ] Ability to establish and maintain cooperative relationships.
- [ ] Ability to communicate clearly and effectively in oral and written form.
- [ ] Ability to perform tasks as directed by management and established work priorities.
- [ ] Ability to work effectively alone and as a member of a team.
- [ ] Ability to work with and understand the perspective and needs of Town departments and staff, who depend on the IT environment to perform their work
- [ ] Ability to troubleshoot common hardware/software issues, to troubleshoot mobile devices, and to communicate with executives and department heads effectively to find the technical needs of the town departments.
- [ ] Ability to diagnose computer problems and discern what level of support needed when a problem presents.
- [ ] Ability to educate on trending technologies that could have a positive impact on the town.
- [ ] Ability to manage multiple priorities effectively with minimal supervision
- [ ] Ability to interact effectively with co-workers and vendors
- [ ] Ability to evaluate, analyze and resolve complex computer problems and make logical, reasonable decisions for implementation.
- [ ] Ability to communicate effectively and instruct all levels of users within the Town. Ability to communicate clearly both orally and in writing.
- [ ] Ability to work well with employees in all departments.

Skill

- Strong interpersonal skills and the ability to work professionally with persons at all levels, including senior staff and other government officials, and to maintain effective working relationships;
- Computer skills including proficiency in a municipal environment, including internet research
- Strong organizational skills;
- Excellent Software / Hardware training skills;
- Excellent analytical and communication skills;
- Excellent PC and data entry skills

Physical and Mental Requirements

- Minimal physical effort required to perform functions under typical office conditions.
- Position requires the ability to operate a keyboard and standard office equipment at an efficient speed. The employee is required to use hands to finger, handle or feel objects tools, or controls, and to reach with hands and arms.
- The employee is frequently required to sit, talk, and hear.
- Occasionally may be required to lift objects up to 50 pounds.
- Specific vision requirements include close vision, distance vision, and the ability to adjust focus.

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