

City of Santa Fe, New Mexico

P.O. Box 909, 200 Lincoln Ave
(505) 955-6597 Fax (505) 955-6810

www.santafenm.gov



POSITION TITLE ITT Department Director (2169)
DEPARTMENT ITT Department
PERIOD TO APPLY: 3/16/2018-4/16/2018
SUPERVISOR: City Manager

SALARY RANGE: \$34,522 - \$59,161 (Q)
FLSA/UNION STATUS: Exempt/Nonunion
POSITION STATUS: Exempt/ Full Time
LOCATION: Siringo

GENERAL DESCRIPTION

The ITT Department Director performs a variety of professional, administrative and managerial duties related to overall planning, organizing and executing all phases of the City's information technology and telecommunications (ITT) activities and services; and, directs all ITT operations to meet customer requirements as well as the support and maintenance of existing applications and development of new technical solutions.

SUPERVISION RECEIVED

Works under the general supervision of the City Manager.

SUPERVISION EXERCISED

Provides general guidance and direction to departmental employees through subordinate supervisors; and, close to general supervision to administrative support staff.

NATURE OF WORK

ESSENTIAL FUNCTIONS The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management for assigning duties not listed herein if such functions are a logical assignment to the position.

Manages ITT staff, including hiring, training, evaluation, guidance, discipline and discharge.

Manages the deployment, monitoring, maintenance, development, upgrade, and support of all ITT systems, including servers, PCs, operating systems, telephones, software applications and peripherals.

Manages financial aspects of the Information Technology Department, including purchasing, budgeting, and budget review.

Develops and implements all ITT policies and procedures, including those for architecture, security, disaster-recovery, standards, purchasing and service provision.

Analyzes complex business needs presented by executive management and users of information services and systems; and, recommends solutions.

Works closely with departments on software, hardware and other related ITT requirements; evaluates; evaluates and makes recommendations to the City Manager.

Ensures development of standard operating procedures and best practices, including providing written protocols and guidance to ITT staff and to end-users.

Ensures the creation and maintenance of all written documentation, including system and user manuals, license agreements, and documentation of modifications and upgrades.

Develops ITT staff to meet the changing needs of users, groups and offices; new projects and technologies; and varying staff strengths.

Provides expertise and support during systems upgrades, installations, conversions and file maintenance.

Ensures the consistency and maintainability of existing applications by creating, maintaining and enforcing standards/procedures for implementing technical solutions.

Directs and prioritizes the workload of subordinate personnel.

Approves all business requirements prior to the technical solution.

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Participates in all hardware and software evaluations and maintains vendor contracts.

Performs liaison duties between users, operations and programming personnel in the areas of systems design, modifications or trouble shooting.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

Bachelor's Degree in business administration or management, computer science, IT related engineering or directly related field; eight (8) years of general experience in IT and IT management; and, at least four (4) years of experience in the following areas:

Managing technical staff directly and through subordinate managers and supervisors.

Information technology policy analysis and development;

Managing an ITT department budget, and

Negotiating and managing contracts, software and hardware licenses and hardware/software acquisition.

Relevant education at the Master's degree level may substitute for up to two (2) years of general experience.

ADDITIONAL REQUIREMENTS

Must pass background investigation to secure access to FBI CJIS, NMLETS and/or NMCJI.

Must possess a valid driver's license upon hire and obtain City of Santa Fe Driving Permit within three (3) months of hire.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of IT trends, techniques and emerging technologies; operating systems, networking, database and telecommunications methodologies, case management application functionality and support and client system support tools; policy development; supervisory techniques; budget processes and preparation; administration, customer support, information technology and disaster recovery best practices, methods and management; backup and recovery software, hardware, standards and techniques; internet monitoring software; information technology contracting; electronic information sharing standards and technologies; current utilization and capacity planning of future equipment needs; and local and wide area network architecture.

Skill in training, supervising, evaluating and motivating professional staff; mentoring for professional development; delegating and managing work assignments; communicating effectively (oral, written, presentation) with diverse parties using technical and non-technical language; analyzing problems, particularly in stressful situations and achieving effective resolutions; developing IT policies and procedures; budget management; policy development; overseeing and directing multiple projects simultaneously while meeting respective deadlines for those projects; negotiating contracts; diplomacy and cooperative problem solving; and, leadership that embraces open, honest dialogue and interaction at all levels to operate in a transparent environment and share information freely.

Ability to plan, coordinate, direct and supervise personnel; communicate well (oral, written, presentation); establish and maintain effective working relationships with employees, other agencies and the public; serve as a change agent who can help others adapt to change and create an environment that supports change; plan for the implementation of new technology or projects, obtain user support for opportunities that have been identified, and carry out the implementation plan; identify specific opportunities that lend themselves to the efficient computerization of business systems and to communicate such ideas to senior management; build consensus across a wide spectrum and integrate diverse technical needs; and, manage time and resources effectively.

PHYSICAL DEMANDS/WORK ENVIRONMENT

Work is typically performed in an office setting. Travel may be required in the course of work (including meeting attendance and training). Irregular or extended hours may be required to include nights, weekends and holidays and overtime may be required. Attendance at City Council meetings, Finance Committee meetings, etc., is required. The work requires prolonged use of computers, repetitious hand, arm and finger motions as well as manual/finger dexterity. Must be able to kneel, stoop, lift, pull and carry up to 40 pounds. The employee may be required to sit or stand for long periods of time.

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ADA/EEO Compliance

The City of Santa Fe is an Equal Opportunity Employer. In compliance with the American's with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

VETERAN'S HIRING INITIATIVE

Pursuant to City of Santa Fe Resolution No. 2013-079, the City of Santa Fe Human Resources Department (HRD) has implemented a Veterans' Hiring Initiative policy in order to provide opportunities for veterans who meet or exceed the minimum qualifications for city employment to obtain City employment. The Governing Body does not guarantee that a veteran shall be hired for the position being applied for, only that the veteran will be given an interview; and, it does not intend to supersede or modify any collective bargaining agreement that is currently in place with the City of Santa Fe.

Job applicants who are veterans who have an honorable discharge from the military or are members of the National Guard or Reserve who have successfully completed basic training, must use the Veteran Certification Form to identify themselves and then must attach a copy of their DD214 or DD215 and/or their proof of current Active, Guard or Reserve enlistment in order to certify their status.