



Job Title: Director of Information Services

Department: Information Services

Hours: Monday – Thursday, 8:15am – 5:00pm, Friday, 8:15am – 12:15pm

Salary: \$101,388 annual salary plus benefits. This is a union position.

DEFINITION:

The Director of Information Services works closely with other departments throughout the City to provide secure and reliable telephone, email, internet and network services. The incumbent provides guidance to and assists all employees with procuring, maintaining and operating computers and other automated systems. The Director of Information Services procures and manages all software packages throughout the City. The Director of Information Systems plans and prioritizes the work of the I.S. Team, develops procedures for coordinated and efficient workflow operations. This includes, but is not limited to, systems management, email and server management, monitoring/alerting/logging, service management, incident and outage reporting, configuration and end user management.

ESSENTIAL FUNCTIONS:

The essential functions or duties listed below are intended as illustrations of the various type 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 logically assigned to the position.

- Provides daily supervision and oversight to office staff and scheduling of daily tasks.
- Participate in the selection of staff, provide or coordinate staff training, work with employees to correct deficiencies, and assist in implementing discipline procedures.
- Responsible for overseeing server administration, server operations, core systems support, virtualization, storage, data center, and application support services.
- The Director works with Department Heads to determine end users' needs, and identify and resolve system issues.
- Coordinate Systems projects through planning, support, documentation, cross-training, analysis, and project management skills.
- Maintains and modifies IP Telephone System as needed with updates and user modifications.
- Consults with Mayor and financial team regarding systems and service delivery needs.
- Collaborates with other city, fire, police and school I.S. staff on technical projects and complex problem resolution for established WAN over City owned fiber.
- Maintain technical proficiency in PC software, hardware tools, business process, and core and high-level support for select applications.
- Maintain and manage City core applications such as Aperta, Munis, MSGovern, G.I.S., Citrix,

Anti-Virus, Email, Website and Enterprise Imaging process.

- Evaluates and proposes appropriate technical solutions.
- Supervises outside contractors performing systems-related projects and activities.
- Develops, leads, and motivates a team of I.S. Staff to deliver excellent technical/non-technical support with outstanding customer service, satisfaction, and timeliness in solving cases.
- Prepares and manages the annual budget for Information Services.
- Performs other related duties as required.

SUPERVISION RECEIVED:

The incumbent works largely independently and receives general instruction and guidance from the Mayor. This person should seek clarification for only the most complex or non-routine tasks.

QUALIFICATIONS:

- Revere residency strongly preferred.
- Minimum of five (5) years of related experience ideally within a municipality; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.
- Minimum of three (3) years of supervisory experience required preferably within a municipal environment.
- Bachelor's degree in Information Services or similar major preferred.

KNOWLEDGE, ABILITY, AND SKILLS:

Knowledge:

- Knowledge of Network, PC, Phone and Server hardware support, software applications design, and networks.
- Knowledge and working experience with various virtual technology systems and infrastructure.
- Knowledge of best practices in the field of information services.
- Knowledge of and compliance with city confidentiality and public requests requirements.

Abilities:

- Ability to work well with diverse groups of people.
- Ability to communicate effectively both verbally and in writing.
- Ability to follow and provide written and oral directions and instructions.
- Ability to form effective working relationships within and outside the City.
- Ability to formulate excel spreadsheets in order to analyze data.
- Ability to multi task in a fast paced environment.
- Ability to design and implement computer information systems and automated processes.
- Ability to supervise, direct, and work as part of a diverse and highly technical team and build collaborative relationships across teams.

Skills:

- Skilled in using, implementing, securing and updating automated systems.
- Creative thinking, listening and problem solving skills.

WORK ENVIRONMENT

Work is performed primarily in office conditions during regular business hours. Daily interaction with people, by phone and or email communications as required. Communication with the public requires considerable patience, courtesy, and discretion in an impartial manner. Work frequently involves dealing with difficult people in high pressure and/or conflict situations. The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

The City of Revere is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status, or any other legally protected basis, in accordance with applicable law.

Interested candidates should apply online by Monday, February 17, 2020 at www.revere.org/jobs. Please submit a resume, cover letter and salary requirements with your application.