

IT DIRECTOR

DEPARTMENT: Administration
LOCATION: City Hall

GRADE: H18 (non-exempt)
DATE: April 11, 2025

GENERAL PURPOSE

This position is responsible for the technology infrastructure of the City of Iola such as, networks and servers, City/personal computers, City applications, email and internet access, mobile devices, office phone systems, data integrity and security backups, and personnel IT support.

SUPERVISION RECEIVED

Works under the general supervision of the Assistant City Administrator.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Research and make recommendations to personnel on hardware and software purchases and negotiate with vendors to ensure cost effective purchasing decisions.
- Make hardware and software purchases as approved.
- Maintain an inventory list of City IT equipment.
- Maintain a list/schedule to replace City IT equipment.
- Effectively communicate IT vision and plans to City departments and personnel.
- Facilitate communication between management, personnel, vendors, and/or IT companies to ensure effective implementation of new and existing IT solutions.
- Supply cost information for the annual budget process to ensure that funds are available for City IT equipment.
- Promote the use of innovative technologies that will provide benefits to the City and personnel.
- Develop, implement, and direct a City information technology security program to identify and mitigate risks consistent with policies that support the City's objectives and requirements.
- Establish and maintain a disaster recovery plan.
- Maintain an IT "help-desk" for personnel.
- Monitor IT system health/availability.
- Leads the design, specification, configuration, installation, and maintenance of all City (including Police Department) networks and hardware, City security cameras, software (Incode), and all telecommunication services including telephone, internet, and Google applications and administration.
- Maintain all printers, scanners, and similar equipment.
- Promote and maintain the City website and Facebook page. Establish and maintain alternative social media sites.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Graduation from a high school or GED equivalent.
- Coursework or degree in computer science or related field.
- 5+ years of experience in computer networks and systems maintenance.

Necessary Knowledge, Skills and Abilities:

- Excellent written and verbal communication skills.
- Good interpersonal skills.

- Proficient in network systems, software installation, and equipment maintenance.
- Attention to detail.
- Good problem-solving skills.
- Maintain confidentiality of City information.
- Present self in appropriate professional attire and demeanor.

SPECIAL REQUIREMENTS

- Employee in this position will be subject to the City of Iola's Drug and Alcohol Policy.
- Must have telephone service for communication.

TOOLS AND EQUIPMENT USED

Personal computer, Microsoft and Google applications, Incode software, IPD software and systems, central billing system terminal, central financial computer, 10 key calculator, telephone, postage machine, base radio, fax and copy machine, website domain, and Facebook page.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, stand, and walk. The employee is frequently required to hear, listen attentively, speak, and communicate effectively. The employee is frequently required to use hands and fingers to handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. The employee must be able to bend, stoop, crouch, and crawl to reach equipment, plugs, wires, etc under desks and in low areas. The employee must climb stairs and occasionally climb a ladder to install equipment. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The noise level in the work environment is usually moderately quiet with occasional loud activity. Work environment can become highly intense on occasion in dealing with irate customers.

SELECTION GUIDELINES

A City of Iola application form must be fully completed and submitted to Human Resources before consideration for this position. Applicants are required to participate in an oral interview, reference check, past employment verification, and rating of education and experience as part of the selection process. Applicants may be subject to participate in job related tests, such as written assessments, physical agility tests, psychological examination, or polygraph test. The selected applicant is required to submit to a background check, pre-employment drug screen, and pre-employment physical examination. An appointee to this position is subject to, the satisfactory, completion of probation period. Duties listed above are intended only as illustrations of the various types of work performed. Omission of specific duties does not exclude them from the position if the work is similarly related or a logical assignment to the position. 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 requirements of the job change.