City of Avenal
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Avenal, CA 93204
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INFORMATION TECHNOLOGY DIRECTOR

SALARY: S.5

REPORTS TO: City Manager

DEFINITION:

Under the direction of the City Manager, this position is responsible for all aspects of the design, implementation, and maintenance of organization-wide networking and information systems. The IT Director will develop and implement the IT strategy for the City, ensuring optimal technology solutions across all city departments, buildings, and systems. The IT Director will also supervise assigned IT staff, such as the IT Manager, and oversee contractors and consultants as needed.

POSITION CHARACTERISTICS:

The Information Technology Director is an administrative role requiring a balance of managerial duties and technical oversight. The position reports directly to the City Manager and is responsible for setting and implementing the City's IT strategy, supervising IT staff, and ensuring the efficient operation of all IT systems across city departments. The Director must manage both day-to-day technology operations and long-term projects while overseeing contracts, vendor relationships, and department budgets. This role demands strong leadership, decision-making, and communication skills, ensuring that IT resources are effectively allocated to support the City's goals and operations.

DUTIES & RESPONSIBILITIES

The following tasks are typical for positions in this classification. Anyone in this position may not perform all of these tasks and/or may perform similar related tasks not listed here:

- Lead large IT projects, including the design, deployment, broadband access, and management of new IT systems and services across all City facilities/locations.
- Develop a comprehensive IT strategy, including network architecture, security protocols, and data management systems for all city departments.
- Supervise assigned IT staff, including the IT Manager, delegating work and providing guidance on IT operations and projects.
- Manage contracts and subscriptions for cloud services, telephony (including cell phones), alarms, security cameras, and other IT-related services.
- Ensure continuous communication between all computer systems, identifying and addressing citywide system issues.
- Oversee the deployment of equipment, including computers, printers, and audio-visual (A/V) systems, and ensure employee training on IT policies and procedures.
- Collaborate with department heads to align IT infrastructure with the City's goals, ensuring all departments are equipped with appropriate technology.
- Manage vendor relationships, assess new technology solutions, and negotiate contracts for hardware, software, and services.
- Oversee the budget for IT operations, including capital improvement projects, and monitor expenditures.
- Handle IT-related troubleshooting and support for all city departments, ensuring fast resolution of technical issues.
- Manage the City's print services and ensure appropriate access control for all city buildings.
- Prepare, coordinate, and supervise audio/visual (A/V) equipment for buildings and events as needed.
- Keep an inventory of all IT and A/V equipment, ensuring systems are functioning properly and upgrades are planned.
- Ensure cybersecurity protocols are implemented and maintained, conducting regular assessments of system vulnerabilities.

- Serve as the primary liaison for IT matters between the City and external agencies, consultants, or vendors.
- Ensure compliance with applicable laws, regulations, and security standards for all IT systems.
- Develop and oversee citywide Artificial Intelligence (AI) policies, ensuring compliance with legal, ethical, and operational standards, and aligning AI initiatives with city goals.
- Lead the deployment and management of AI-driven technologies across departments, collaborating with department heads to enhance public services, optimize operations, and support decision-making through AI tools.
- Supervise the IT Manager in AI implementation, ensuring seamless integration of AI systems, managing vendor relationships, and regularly reviewing AI performance to address privacy, security, and ethical concerns.
- Assist the City Manager in planning for future technology needs and network upgrades.
- Perform any other duties as assigned or necessary.

KNOWLEDGE AND ABILITIES:

Any combination of education and experience that would likely provide the required knowledge, skills, and abilities is qualifying. Knowledge of the Office 365 Suite, general and specialized server computer hardware identification and diagnosis is required.

- Experience: Five (5) years' experience in systems analysis, network management, or IT project management, with at least two (2) years in a supervisory role. Experience managing large-scale IT projects and implementing IT strategies in a multi-platform environment preferred.
- Education/Training: A bachelor's degree in computer science, information technology, or a closely related field is preferred. (Additional relevant full-time experience may be substituted for the bachelor's degree on a year-for-year basis).
- Licenses and Certificates: Designated position requires possession of a Class C driver's license. A CompTIA A+, Network+, or Security+ or similar certifications are required.

TRAINING:

- Course work and training in subject matter relevant to the functions of IT.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

The physical demands herein 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 these essential job functions.

- Productivity: Incumbents must perform work efficiently, effectively, and in a timely manner with minimal direction.
- Mobility: Ability to lift at least 30 pounds and move between sites as necessary.
- Vision: Vision sufficient to read printed documents, observe prolonged onscreen activity, and operate assigned equipment.
- Environment: Incumbents may be exposed to inclement weather conditions and may work at indoor or outdoor facilities, traveling between sites.
- Other Factors: Incumbents may be required to work extended hours, including evenings, weekends, and holidays.

EMPLOYEE SHALL WORK HARMONIOUSLY WITH ALL CITY EMPLOYEES.
ALL FULL-TIME EMPLOYEES ARE REQUIRED TO HAVE A VALID CONTACT TELEPHONE.
EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.