



CITY OF SUNLAND PARK, NEW MEXICO
POSITION DESCRIPTION

POSITION TITLE: INFORMATION TECHNOLOGY DIRECTOR		GRADE:
REVISED: 4/1/2024		
DEPARTMENT: INFORMATION TECHNOLOGY	FLSA STATUS: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	
APPROVED BY: _____		_____
City Manager		Date
_____		_____
Human Resources		Date

The following statements are intended to describe the general nature and level of work performed by this position. It is not intended to be construed as an all-inclusive list of responsibilities, duties and skills required of personnel so classified.

PRIMARY PURPOSE:

Acting under general direction, manage servers, computers, peripherals, covered network services and user support operations, perform advanced technology support and analysis in the areas of production servers, network services, telecoms systems, public devices, municipality locations, and application support; to include various other unique municipality systems and services.

SUPERVISION AND GUIDELINES:

Reports to Deputy City Manager

ESSENTIAL FUNCTIONS, DUTIES AND RESPONSIBILITIES:

- The IT Manager is responsible to analyze end users' needs to resolve computer hardware, operating system, software application, server, network, and telecommunication issues via work orders and trouble tracking systems and may also serve as a point of contact for end users.
- Coordinates, and guides efforts of end users and field staff concerning technical

activities.

- Recommends new practices, processes, systems, and technologies to enhance departmental operation.
- Plans and organizes initiatives to integrate, upgrade, replace, install, and configure computer hardware, operating systems, software applications, servers, networks, and telecommunications equipment.
- Installs, configures, analyzes, and tests computer images to develop baseline production images for staff.
- Downloads, installs, and provides administrative tasks for operating system security patches to protect against malicious attacks and vulnerabilities.
- Maintains security on operating systems, software applications, and servers.
- Updates and provides administration anti-virus definitions tasks to protect against virus threats.
- Administers end user accounts to ensure secure passwords and permissions are applied to files and folders to protect data.
- Sets up, configures, and tests delivered equipment to ensure proper operation.
- Develops training manuals and procedures for municipality applications, processes, and forms.
- Reviews existing applications to execute test cases and reports failure to vendors or developers. Provides technical support to end users at local and remote entity locations.
- Provides technology application support.
- Develops software and hardware replacement schedules.
- Installs, configures, and tests protocols on various operating systems and platforms.
- Writes login scripts, uses templates, maps network drives, and completes backup and restores data.
- Designs appropriate test scenarios and analyzes results to identify potential problems.
- Create, reorganize, and maintain directory structures on servers, and protect and preserve data stored on desktops, laptops, servers, and devices.
- May develop, and implement emergency plans, including disaster recovery procedures.
- Maintains a municipality entity software repository.
- Evaluates municipal training needs and presents technology workshops, drafts and distributes written documentation, and computer related training materials for end users, site coordinators and field technical staff.

- Other duties assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

The successful applicant should demonstrate knowledge of computer software and peripheral hardware; structured query language; current systems analysis and design; hardware and software technical requirements; tools and techniques of troubleshooting; desktops and laptops; installation, configuration, maintenance and testing of operating systems, software applications, drivers, utilities, power shell, remote management tools, routers, switches, and hubs; computer programming languages; advanced computer architecture and design; imaging software and techniques; network design; protocols and standards models; network security; network monitoring tools, intrusion detection software, encryption, port blocking and firewalls; incident reporting software; and / or client server operating systems and functionality of the application.

MINIMUM QUALIFICATIONS:

EDUCATION AND TRAINING

Education: Bachelor's degree from an accredited college or university in Business Administration or Management, Project Management, Computer Science, Information Technology, IT engineering, or other directly related field.

Education Substitution: Four (4) years of directly related or relevant experience may substitute on a year- for- year basis.

Experience: Five (5) years of general experience in systems designed and analysis; and / or client and network support or in programming, applications, system design, and analysis or support, using client/server technology; and / or application support and business analysis, including using client/server technology, analyzing users' requirements, or preparing recommendations for systems architecture.

Experience Substitution: Additional relevant education at the master's degree level may substitute for experience at a rate of thirty (30) semester hours equals one (1) year of experience.

ENVIRONMENT AND PHYSICAL FACTORS:

The following functions are representative, but not all inclusive of the work environment and physical demands an employee may expect to encounter in performing tasks assigned to this job. Work is performed in an office setting. A valid driver's license and travel may be required. The assigned work schedule may include nights, weekends, holidays, and

overtime. The employee must regularly interact positively with co-workers, clients, the public, and City Councilors.

POSITION TITLE: Information Technology Manager

I have read and understand the position description and confirm that I am able to perform the essential functions, duties and responsibilities as described above. I understand that this is not an employment contract, and this document is subject to revision as needed.

Employee's Signature

Date

Print Name

Supervisor's Signature

Date