

OCCUPATION DESCRIPTION

Title: Information Service Director/Network Coordinator

Position is Unclassified

Responsible to: Safety Service Director or his/her Designee

Normal Working Hours: Monday through Friday – hours may vary from 8:00 am to 4:30 pm and on call 24 hours per day.

Position Overview: As part of the city's technology staff, the Information Service Director/Network Coordinator (ISD/NC) is responsible for administering and maintaining the City's computer network, telephone system and overall technology efforts: coordinates the purchase of data processing, network and telecommunications hardware and software; troubleshoots hardware, software and data processing and network problems; assists City departments in evaluating technology needs, hardware and software packages; coordinates or conducts training for the City staff; assists City departments in purchasing equipment, and implementing systems, including web development and integration; support technology infrastructure, telecommunications, hardware and software of all city departments; assistance in the analysis and evaluation of vendor-supplied products and services in accordance with the city's requirements and specifications; assist in or coordinates the acquisition, installation and application of vendor products and services. The Information Services Director/Network Coordinator (ISD/NC) oversees network administration activities for the City, Police and Fire.

The Information Service Director/Network Coordinator reports to the Safety Service Director.

Essential Job Functions

- Supervisor of the Computer Services staff; conducts employee assessments; schedules training.
- Manage technology based projects and work plans under the direction of the City Administration.
- Decision maker for the purchase of hardware and software.
- Prepare Computer Service Department annual budget; adhere to funded appropriations and; provide a two-three year forecast for future purchases and refresh cycle.
- Ensure that the City staff has the proper technology equipment to effectively perform job assignments.
- Coordinate, recommend, and administer computer service contracts.
- Oversee Information Technology security controls.
- Perform network administrator activities regarding directory services, Email, file and print, and all other network and server roles, initiates assessment and resolution of network performance issues; maintain system backup procedures; administration of usage rights.
- Oversee the contracted IT firms to maintain network, communications, hardware and software.
- Assist in the analysis/evaluation, implementation/training of vendor-supplied software and hardware products.
- Oversee the maintenance, and troubleshooting of the LEADS (State of Ohio Law Enforcement Automated Data System) at the Police Dept.
- Assist in the recommendation of external vendors to complete computer, telephony, and site enhancements.
- Analyze workflow, recommend time/cost saving methods; assist implementation.
- Oversee the City's telephone, telecommunications and voice mail systems.
- Provide second-tier support for IT issues to city employees including printing and hardware diagnostics, connectivity issues, and software support.

- Cyber Security- Must maintain Cyber Security protocols and safety measures to protect the city's network.
- Create and maintain a crisis management plan.

Non-essential Job Functions

- Performs major repairs and upgrades to PC, laptop, peripherals and communication equipment.
- Skilled in organizing, writing and presenting documentation and presentations.
- Provide technical assistance to staff, contributing to the problem-solving task; identify ways to improve performance through emerging technologies.
- Monitor bandwidth and wireless infrastructure.
- Conduct or oversee training programs.
- Performs other related duties as assigned by the City Administration.

Requirements

- New employee must successfully pass a background investigation in order to troubleshoot the LEADS (State of Ohio Law Enforcement Automated Data System) at the Police Dept.
- Ability to multitask and handle a high pressure environment with timelines
- Strong organizational skills and attention to detail required.
- Requires discretion in regards to confidential data.
- Dependable and trustworthy.
- Available for overtime and/or on-call response.

Education and Experience

- Associate's degree or higher in Information Systems, Computer Science or other related fields and at least 2 years' experience in a related field, or any equivalent combination of experience, certifications, and training which provides the skill set necessary.
- Preferred Experience with: Microsoft Network Environments including Active Directory, Exchange, MS SQL, Windows Update, Windows Desktop and Server Operating Systems and MS Office applications; Web Design & Maintenance.
- Helpful Experience with: OnBase, GIS, VoIP, Scripting Languages
- Combination of training, and experience that will indicate possession of the skills, knowledge and abilities to perform major computer/network system upgrades; communicate effectively to City staff and general public; understand and follow complex oral and written instructions; communicate effectively both in oral and written forms; prepare routine reports of work accomplished and follow priorities.
- Supervisory / Management / Leadership experience desired.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.