

## City of Grand Rapids Job Description

**Job Title:** Assistant IT Director

**Department:** Information Technology

**FLSA Status:** Exempt

**Approved By:** City Council

**Approved Date:**

**Summary:** Provides a wide range of administrative and technical services including assisting with budgeting, purchasing, policy development and planning, installing and configuring hardware and software, performing diagnostics and troubleshooting, providing front-line helpdesk support, maintaining proactive maintenance and replacement plans and any other related work as apparent or assigned. Work is performed under the general direction of the Director of Information Technology.

**Essential Duties and Responsibilities** include the following. The duties listed are intended only as illustrations of the various types 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 a logical assignment to that position.

**Knowledge, Skills, Abilities and Competencies Required:** The requirements listed below are intended only as illustrations of the various types 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 a logical assignment to that position. Other duties may be assigned.

- Perform the duties of the IT Director in director's absence at director's discretion, including making purchasing and budgeting decisions.
- Assist the director with yearly budgeting, short and long-term planning and policy development.
- Participate in citywide technology planning and decision-making.
- Maintain comprehensive knowledge of the technical manuals, policies, practices and procedures governing information technology in the public sector.
- Maintain thorough knowledge and competency in installing, maintaining and operating systems including, but not limited to: servers, storage systems, switches, firewalls, networks (wired and wireless), personal computers, computer peripherals, cellular devices, printers and scanners.
- Maintain a thorough knowledge and competency in installing, maintaining and operating voice and video-based telecommunication systems.
- Maintain a thorough knowledge and competency in technology system design, standard programming techniques, file access strategies and documentation procedures.
- Create and maintain system documentation for both IT Department continuity of operations and end user training.
- Perform duties related to protecting the city from data loss. This includes designing, maintaining and operating standard data backups, planned retention and recovery of technology related data.
- Provide technical support for all city departments, employees and officials.
- Maintain a high degree of tact, good judgement and confidentiality at all times.
- Maintain good working relationships with all city departments and employees and maintain open lines of communication with all city employees including staff and elected officials.
- Participate in continuing education opportunities when possible.

**Education and/or Experience**

Associates/Technical degree in information technology, or related field and considerable experience working in information technology, or equivalent combination of education and experience.

Valid driver's license in the State of Minnesota.

**Communications:** Excellent verbal and written communication skills. Must have the ability to comprehend and follow complex instructions and procedures and the ability to speak and write English clearly. Must be able to communicate in a professional manner and to read and understand correspondence, memoranda, and directives.

**Decision Making:** Ability to reason independently through moderately complex situations using good judgment. Must be able to assess problems and situations, anticipate needs and evaluate alternatives. Must have knowledge in the utilization of appropriate resources and the willingness to initiate use of available resource. Ability to manage time and budget effectively.

**Interpersonal Relationships:** Maintain ability to work effectively with personnel, management and others. Must be consistent in dealing with people. Must be sensitive to others' problems and concerns without direct involvement. Must exclude personal biases from work performance and have the ability to accept criticism and/or discipline. Must have tact and be diplomatic, strive to promote a cooperative atmosphere in the department and have a positive attitude. Must maintain commitment to the organization, willingness to take initiative, dependability, maturity in relationships with others, and self-confidence. Must represent the organization to other agencies, staff, and citizens with a courteous, helpful, accurate, and business-like attitude in all telephone and personal contact. Must have ability to work effectively and respectfully with department heads, elected officials, staff, and other agencies. Ability to work as a team member.

**Quality of Work:** Must be able to produce quality, accurate work. Must be able to detect and correct errors. Must be able to utilize work time properly and productively. Must have the ability to handle detail, meet deadlines and follow through in the completion of projects.

**Technical Knowledge:** Must have ability to direct the work of other employees. Must have strong communication skills, both written and verbal, and strong organization and facilitation skills. Ability to utilize computer technology in a windows environment. Ability to perform, research, assemble information and prepare reports and studies. Ability to work effectively under pressure and to competently handle a number of different tasks in a single period of time. Ability to plan and perform duties with only general minimum supervision.

**PHYSICAL DEMANDS**

This work requires the occasional exertion of up to 50 pounds of force. Work regularly requires standing, walking, speaking or hearing, using hands to finger, handle or feel, stooping, kneeling, crouching or crawling and reaching with hands and arms and occasionally requires sitting, climbing or balancing, pushing or pulling, lifting and repetitive motions. Work requires close vision, ability to adjust focus, depth perception and color perception. Vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels. Work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, assembly or fabrication of parts within arms length, operating machines, operating motor vehicles or equipment and observing general surroundings and activities. Work frequently requires working near moving mechanical parts, exposure to fumes or

airborne particles and exposure to the risk of electrical shock and occasionally requires exposure to outdoor weather conditions and exposure to vibration. Work is generally in a moderately noisy location (e.g. business office, light traffic, datacenter).

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations of the various types 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 a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.