



VILLAGE OF HOFFMAN ESTATES
JOB DESCRIPTION
DIRECTOR OF INFORMATION TECHNOLOGY

EFFECTIVE DATE: 07/11/2022

DEPARTMENT: Information Technology	WORK LOCATION: Village Hall		FLSA STATUS: Exempt
CLASS CODE: 8610	RANGE: 31	PENSION: IMRF	UNION: NU
REPORTS TO: Assistant Village Manager	LEVEL OF SUPERVISION RECEIVED: General Direction		LICENSE/CERTIFICATES: Valid Illinois Class D Driver's License

SUMMARY:

Directs the operations of the Information Technology Department, works with other departments to plan for and to implement technology to improve business practices. Develops and manages standards for Village-wide and departmental information technologies, policies, and equipment and software acquisitions. Participates in developing strategic plans, makes recommendations to insure that all departmental systems meet Village-wide standards. Insures that that all systems are secure and are compatible and integrated to the highest extent possible.

Oversees technical work associated with all electronic information system operations in the Village. Responsibilities include planning for new hardware and applications, managerial decision making, budgeting, personnel recruitment and retention, and working with other departments' managerial staff to meet their needs for applied technology in a manner that is in line with both the Village mission statement and the existing standards for technology.

Responds to and interacts with elected officials, management team, employees, vendors, and/or others within and outside the organization in a courteous, professional, and effective manner.

JOB NO.	ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES	FREQUENCY
1.	Directs and manages Information Technology equipment and personnel, in a manner in which all departments receive adequate attention to needs	Daily 50%
2.	Project management of the larger projects impacting the Village technology infrastructure; supervision of consultants	Daily 20%
3.	Keeps abreast of new developments in technology that may have an impact on the Village technology infrastructure; looks for and advocates for efficiencies	Monthly 10%
4.	Makes recommendations on the timing, budgeting, and priority of departmental technology requests from all areas of the Village	Weekly 10%
5.	Prepares and tracks the Information Technology Budget and manages the long-range capital budget for larger technology programs and initiatives	Monthly 10%
6.	Oversees the pricing and acquisition of all technology-related purchases in the Village and the corresponding payment of invoices	Weekly 20%
7.	Plans for and provides training for Information Technology staff and maintains the Village-wide computer software training program for other departments	Monthly 10%
8.	Operates and properly maintains all tools and equipment needed to perform the essential job functions and responsibilities listed above, while adhering to all safety rules and practices	Daily

JOB NO.	OTHER RELATED DUTIES
1.	Maintain communication across departmental lines to inform, assist, and learn about technology issues, plans, and programs that impact various other departments or functional areas of the Village
2.	Monitor, analyze, and resolve complex technology issues which must be escalated from technical staff members
3.	Maintain and monitor all equipment maintenance and replacement programs in accordance with budgetary guidelines
4.	Submit performance evaluations and recommend and monitor individual development programs for Information Technology staff members
5.	Monitor help desk and technical support functions to ensure quality of service
6.	Performs other duties, tasks, and responsibilities as assigned

SUPERVISORY RESPONSIBILITIES: (Select one – required)

None required

Supervisory responsibilities are required to be carried out in accordance with the organization's policies and applicable laws. **(List specific responsibilities below)**

SUPERVISION EXERCISED:

Supervises the Information Technology staff.

EDUCATION, EXPERIENCE AND COMPUTER SKILLS:

The designated education and experience levels best describe the minimum requirement needed to fulfill the essential job functions. However, any combination of equivalent education or experience may be considered.

Education Level (Select one - required)

- High school education with vocational training
 - High school diploma or general education degree (GED)
 - Two or more years of college coursework in related field
 - Associate's degree (A.A.) from two-year college or technical school
 - Bachelor's degree (B.A.) from four-year college or university **Required**
 - Master's degree (M.A.) **Preferred**
 - Doctoral degree (Ph.D)
- _____ Degree or coursework should be in... ***Business, Computer Science or related field***

Experience Level (Select one - required)

- No prior experience or training required
- Six months to one year related experience
- One to two years related experience
- Two to four years related experience
- Four to ten years related experience **Information Technology**

Additional Experience (Select as appropriate)

- Experience in supervisory capacity... **3 years**
- Experience in management capacity... **3 years**
- Must meet the requirements as set by the Fire & Police Commission

Computer Skills (Select as appropriate)

- Entry and processing of data
- Word Processing data
- Spreadsheet software
- Database software
- Specialized applications: ***Networking and Project Management***

COMMUNICATION SKILLS:

English Language/Communication Skills (Select one)

- Basic skills Ability to read, comprehend, listen to and follow basic verbal or written instructions and provide appropriate feedback. Ability to read, comprehend and/or create routine correspondence and memos using proper spelling, grammar, punctuation and sentence structure. Ability to effectively convey information one-on-one or to small groups of employees or customers.
- Intermediate skills Ability to read, comprehend, listen to and follow complex verbal or written instructions from multiple sources. Ability to provide appropriate feedback by asking probing questions and/or suggesting alternative approaches. Ability to read, comprehend, create and explain to others complex correspondence, reports and/or manuals. Ability to convey procedures and policies one-on-one or in groups to employees or customers.
- Advanced skills Ability to read or interpret all types of documents including safety rules and regulations, and procedure manuals. Ability to create and edit reports and correspondence from varied source material using appropriate style and format. Clearly convey instructions to employees or team. Ability to speak clearly and effectively before groups of customers answering questions appropriately.
- Business skills Ability to read, research, and analyze general business periodicals, professional journals, technical reports, finance documents or government laws and regulations. Ability to write reports, business correspondence, manuals and draft policies and procedures. Ability to effectively make presentations and respond to questions from groups of managers, customers, citizens, or other agencies.
- Specialized skills Ability to read, analyze and interpret professional, scientific, or technical manuals, procedures, plans, schematics, maps, blueprints, licenses, and/or legal documents. Ability to respond to inquiries from managers, customers, business community or regulatory agencies. Ability to draft responses to complex or technical issues and/or effectively present technical concepts or information to managers, customers, or other agencies in concise understandable terms.

Foreign Language Skills (Complete if applicable)

Foreign language skills Ability to speak and/or read, write and comprehend...

REQUIRED COMPETENCIES:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The required competencies listed below are representative of the knowledge, skills, and/or abilities required for successful job performance.

- Focus on collaboration and communication throughout the organization.
- Seeks process improvement through innovation.
- Curiosity and a willingness to think outside the box.
- Proactive project management of complex projects that cross departmental lines and may utilize skills from resources outside the IT Department.
- Development of complex RFPs and bid specifications.
- Superior understanding of the organization's goals and objectives.
- Strategic planning skills; flexibility to adjust plans due to budgetary constraints and advances in technology.
- Ability to encourage, train, mentor, provide leadership/supervision for technical staff under the supervision of this position.
- Ability to create, communicate and monitor developmental objectives and performance goals for staff under the supervision of this position.
- Familiarity with administrative principles and practices.
- Knowledge of current network and PC operating systems, hardware, protocols, and standards.
- Systems design and development from business requirements analysis through day-to-day management.
- Business theory, business processes, management, budgeting, and business office operations.
- Demonstrated ability to apply IT in solving business problems.
- Human Resources management principles, practices, and procedures.
- Strong team leadership.
- Displaying excellent written, oral, and interpersonal communication.
- Presenting ideas in business-friendly and user-friendly language.
- Being highly self-motivated, self-directed, and attentive to detail.
- Effectively prioritizing and executing tasks in a high-pressure environment.
- Working in a team-oriented, collaborative environment.
- Demonstrating leadership and personnel/project management skills.
- Highly self-motivated and directed.
- Making sound and logical judgments.
- Exceptional customer service orientation.
- Respond diplomatically to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Coach and mentor subordinate supervisors to develop their own supervisory and technical skills.
- Identify individuals with the technical and interpersonal skills to manage departmental divisions.
- Direct, appraise, provide feedback, and discipline staff in a respectful and constructive manner.
- Share responsibility with others and delegate duties as appropriate.
- Conduct and direct research into IT issues and products, as required.

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 with or without reasonable accommodations.

(mark all 17 activities)

----- Amount of Time -----

<u>Physical Activity</u>	None	Less than 1/3	1/3 to 2/3	More than 2/3
Stands	_____	<u>X</u>	_____	_____
Walks	_____	<u>X</u>	_____	_____
Sits	_____	_____	_____	<u>X</u>
Uses fingers in a repetitive motion	_____	_____	<u>X</u>	_____
Uses hands to grasp, finger, handle, or feel	_____	_____	<u>X</u>	_____
Reaches with hands and arms above shoulder	_____	<u>X</u>	_____	_____
Climbs or balances	<u>X</u>	_____	_____	_____
Twists or turns	<u>X</u>	_____	_____	_____
Stoops, kneels, crouches, bends, or crawls	<u>X</u>	_____	_____	_____
Pulls, pushes, or carries	<u>X</u>	_____	_____	_____
Talks or hears	_____	_____	_____	<u>X</u>
Tastes or smells	<u>X</u>	_____	_____	_____
Operates a motor vehicle or heavy equipment	<u>X</u>	_____	_____	_____
Lifts or move 0 to 10 pounds (sedentary)	_____	<u>X</u>	_____	_____
Lifts or move 10 to 20 pounds (light)	<u>X</u>	_____	_____	_____
Lifts or move 20 to 50 pounds (moderate)	<u>X</u>	_____	_____	_____
Lifts or move 50 to 100 pounds (heavy)	<u>X</u>	_____	_____	_____

VISION DEMANDS:

The vision demands described here including the ability to adjust focus, close vision, sharpness of vision, depth perception, peripheral vision, distance vision, hand-eye coordination or as otherwise specified by the Board of Fire and Police Commissioners, are representative of those that must be met by an employee to successfully operate the tools and equipment needed to perform the essential functions of this job.

Other Vision Demands (select if applicable)

- _____ Absence of color blindness
- X Corrected vision of...
- _____ Uncorrected vision of...

As required by the state of Illinois to operate a motor vehicle
Enter specific vision requirement here

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job with or without reasonable accommodations.

(mark all 15 conditions)

<u>Environmental Conditions</u>	----- Amount of Time -----			
	None	Less than 1/3	1/3 to 2/3	More than 2/3
Customary indoor conditions	_____	_____	_____	<u> X </u>
Customary outdoor weather conditions including extreme cold, extreme heat, and wet or humid conditions	<u> X </u>	_____	_____	_____
Non-weather conditions: extreme cold, extreme heat, and wet or humid conditions	<u> X </u>	_____	_____	_____
Works near moving mechanical parts	<u> X </u>	_____	_____	_____
Works in high precarious places, underground, or confined spaces	<u> X </u>	_____	_____	_____
Flying debris or airborne particles	<u> X </u>	_____	_____	_____
Fire, smoke, fumes, gases, or noxious odors	<u> X </u>	_____	_____	_____
Toxic or caustic chemicals, aerosols, liquids, solvents or oils	<u> X </u>	_____	_____	_____
Risk of electrical shock	<u> X </u>	_____	_____	_____
Works with explosives or risk of radiation	<u> X </u>	_____	_____	_____
Vibration	<u> X </u>	_____	_____	_____
Extreme illumination	<u> X </u>	_____	_____	_____
Low noise level (Normal voice tones)	_____	_____	_____	<u> X </u>
Moderate noise level (Raised voice levels)	<u> X </u>	_____	_____	_____
High noise level (Shouting/ear protection may be needed)	<u> X </u>	_____	_____	_____

The information listed above reflects minimum standards and illustrations of the various types of work that may be performed. The omission of specific job functions, requirements or tasks does not exclude them from the job if the work is similar, related or a logical extension of the work assigned.

This job description does not constitute an employment agreement between the employer and employee.

Recommended Approval:



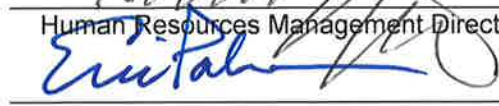
Department Director

Reviewed Approval:



Human Resources Management Director

Approved:



Village Manager

Effective Date: _____

Revision Date: _____