



VILLAGE OF HOFFMAN ESTATES JOB DESCRIPTION

I.T. MANAGER INFRASTRUCTURE SERVICES

EFFECTIVE DATE: 04/01/2022

DEPARTMENT: Information Technology	WORK LOCATION: Village Hall	FLSA STATUS: Exempt
CLASS CODE:	RANGE: 23S	PENSION: IMRF
		UNION: N/A
REPORTS TO: Director of Information Technology	LEVEL OF SUPERVISION RECEIVED: General Supervision	LICENSE/CERTIFICATES: Class D Illinois Driver's License, A+ and Network+ Certifications

SUMMARY:

The IT Manager Infrastructure Services' role is to ensure the streamlined operation of the I.T. Department is in alignment with the business objectives of the organization across multiple facilities. This individual will assist the Director of I.T. in planning, coordinating, directing and designing the I.T. related activities of the organization. The I.T. Manager Infrastructure Services will work closely with the Director of I.T. to identify, recommend, develop, implement and support cost-effective technology solutions for all aspects of the organization. In addition, the I.T. Manager Infrastructure Services assists in defining and implementing IT policies, procedures, and best practices.

The I.T. Manager Infrastructure Services supervises the Senior Information Technology Specialist and Information Technology Specialist positions.

Contributes to the long range strategic plan for the Department that will ultimately result in the implementation of Village-wide technology goals.

JOB NO.	ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES	FREQUENCY
1.	Supervises I.T. staff providing, guidance and mentoring to technical team members, monitors and evaluates their performance against operational and developmental goals	Daily 80%
2.	Assist the I.T. Director in operational and strategic planning for technology solutions, including business requirements, project planning, and organizing and negotiating allocation of resources for both the Information Technology department and other Village departments and supported agencies	Daily 65%
3.	Manages activities of technical staff and contractors performing information technology work for the Village and its departments.	Daily 70%
4.	Assists with and reviews budgets for the I.T. department and ensures they comply with stated goals, guidelines, and objectives.	As needed 40%
5.	Directs the prioritization of technology projects and directs allocation of existing resources to provide maximum efficiency for the department.	Daily 65%
6.	Benchmarks, analyzes, reports on, and makes recommendations for the improvement of IT infrastructure and IT systems.	Daily 30%
7.	Helps define Service Level Agreements (SLAs) to establish problem resolution expectations and timeframes when working with both internal and external customers	Daily 20%
8.	Oversee and recommend training for the IT staff, to ensure the department possesses the knowledge to address emerging technologies, process improvement, and increase overall service levels.	Daily 5%
9.	Assists with the development and implementation all I.T. policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision.	Daily 35%
10.	Interact and coordinate with vendors, suppliers, distributors, and contract consultants.	Daily 10%
11.	Keeps informed of changes in system software and hardware as well as industry standards and trends through professional publications, seminars and continuing education.	Daily 10%
12.	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 100%
13.	Ensures compliance with established Village and industry standards.	Daily 100%
14.	Follows Village-wide and departmental safety rules and practices.	Daily 100%

JOB NO.	OTHER RELATED DUTIES
1.	Fills the role of Acting Director when the Director is out of the office for an extended period of time.
2.	Attends department, division and Village meetings and serves as a member of various employee committees and task forces when required
3.	Creates documentation detailing design and construction of all Village networks and their inter-connection for the purpose of architecting, delivering and maintaining a reliable and stable technology infrastructure appropriate to support the core mission of the department.
4.	Professionally represents the Information Technology Department as a technical consultant on projects.
5.	Performs detailed analytical, technical and administrative work in the planning, design and installation of new systems and software.
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)**

-Supervises the day to day duties of the Senior Information Technology Specialist and Information Technology Specialist positions.

-Writes performance evaluations for the Senior Information Technology Specialist and Information Technology Specialist positions.

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
- Master's degree (M.A.)
- Doctoral degree (Ph.D)

Required

Preferred

Degree or coursework should be in...

Information Technology

**And management/leadership coursework
such as: Business writing, public speaking, etc.**

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
- Ten years related experience

Additional Experience (Select as appropriate)

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

5 years

Enter number of years required here

Computer Skills (Select as appropriate)

- Entry and processing of data
- Word Processing data
- Spreadsheet software
- Database software

- Specialized applications:

**A+ and Network+ Certifications
Upper level technology certification(s)
such as: AZURE, AWS, etc.**

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)

- Fluency in foreign language skills is:
- A Plus
 - Preferred
 - Required
- Ability to speak and/or read, write and comprehend.

Required Language:

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.

- 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.
- 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.
- Superior understanding of the organization's goals and objectives.
- Demonstrated ability to apply I.T. in solving business problems.
- Human Resources management principles, practices, and procedures.
- Strong team leadership.
- Displaying excellent written, oral, and interpersonal communication.
- Conducting and directing research into I.T. issues and products.
- 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 I.T. 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	_____	_____	X	_____
Walks	_____	_____	X	_____
Sits	_____	_____	X	_____
Uses fingers in a repetitive motion	_____	_____	X	_____
Uses hands to grasp, finger, handle, or feel	_____	_____	X	_____
Reaches with hands and arms above shoulder	_____	X	_____	_____
Climbs or balances	_____	X	_____	_____
Twists or turns	_____	X	_____	_____
Stoops, kneels, crouches, bends, or crawls	_____	X	_____	_____
Pulls, pushes, or carries	_____	X	_____	_____
Talks or hears	_____	_____	_____	X
Tastes or smells	X	_____	_____	_____
Operates a motor vehicle or heavy equipment	_____	X	_____	_____
Lifts or move 0 to 10 pounds (sedentary)	_____	_____	_____	X
Lifts or move 10 to 20 pounds (light)	_____	_____	X	_____
Lifts or move 20 to 50 pounds (moderate)	_____	X	_____	_____
Lifts or move 50 to 100 pounds (heavy)	_____	X	_____	_____

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...	20/20
_____	Uncorrected vision of...	

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> </u>	<u> </u>	<u> </u>	<u> X </u>
Customary outdoor weather conditions including extreme cold, extreme heat, and wet or humid conditions	<u> </u>	<u> X </u>	<u> </u>	<u> </u>
Non-weather conditions: extreme cold, extreme heat, and wet or humid conditions	<u> </u>	<u> X </u>	<u> </u>	<u> </u>
Works near moving mechanical parts	<u> </u>	<u> X </u>	<u> </u>	<u> </u>
Works in high precarious places, underground, or confined spaces	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Flying debris or airborne particles	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Fire, smoke, fumes, gases, or noxious odors	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Toxic or caustic chemicals, aerosols, liquids, solvents or oils	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Risk of electrical shock	<u> </u>	<u> X </u>	<u> </u>	<u> </u>
Works with explosives or risk of radiation	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Vibration	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Extreme illumination	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Low noise level (Normal voice tones)	<u> </u>	<u> </u>	<u> </u>	<u> X </u>
Moderate noise level (Raised voice levels)	<u> </u>	<u> X </u>	<u> </u>	<u> </u>
High noise level (Shouting/ear protection may be needed)	<u> </u>	<u> X </u>	<u> </u>	<u> </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:
