

City and Borough Sitka, Alaska

Class Specification

Class Title	Information Systems Director
Class Code Number	1080
FLSA Designation	Exempt (Administrative)
Pay Grade and Range	34
Effective Date	September 2010

General Statement of Duties

Plans, coordinates and manages the implementation of all computer related data processing functions for the City and Borough of Sitka; performs related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to oversee the selection, installation and customization of computer equipment and related software. The work is performed under the direct supervision of the Administrator but extensive leeway is granted for the exercise of independent judgment and initiative. Direct supervision is exercised over the work of employee(s) in the class of Information Systems Analyst. An employee in this class performs the duties of other employees in the City and Borough as required or as assigned by supervisory personnel. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other Department and City employees, computer related vendors and the public. The principal duties of this class are performed in both a general office environment and at various work sites throughout the City and Borough.

Examples of Essential Work (Illustrative Only)

- Plans, organizes and directs the efforts of the Information Systems Department to provide effective and efficient computer systems that enable the City and Borough to implement all planned activities within budget constraints;
- Analyzes current computer and information systems and recommends design changes, program implementation and appropriate purchases and/or upgrades as necessary;
- Oversees the operation and maintenance of all computer systems within the City and Borough;
- Oversees purchases, installations and development of computer systems;
- Provides technical support to the users of applicable hardware/software, including AS/4000, Novell Networks, PCs and WAN;
- Provides training, technical advice, administrative support and supervision for the Information Systems analyst in the servicing of all computer systems;
- Performs problem solving analysis duties on current computer and information systems;
- Maintains the responsibility for the control of data, system security, system configuration and

- the installation and operation of new and upgraded software and hardware;
- Researches innovations within technological fields and maintains a current knowledge of computer applications;
- Provides technical advice to City and Borough department heads and supervisors in the development of strategies for computer system responses to department/division needs;
- Creates and updates procedural manuals for the operation of EDP systems;
- Reviews manual systems for possible automation;
- Reviews and maintains automated systems for efficiency and effectiveness to address defined needs;
- Customizes established systems in adherence with policy changes as necessary;
- Compares data processing needs with current hardware and software products and makes recommendations for purchases;
- Selects consultants and coordinates all computer consultant projects within the City and Borough structure;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Trains, assigns, prioritizes, supervises, motivates and evaluates the work of assigned employees;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other related duties as assigned.

Required Knowledge, Skills and Abilities

- Comprehensive knowledge of computer and information systems;
- Comprehensive knowledge of computer related products, including all applicable hardware and software;
- Comprehensive knowledge of the current practices and principles involved in the installation, repair, customization and implementation of computer and information systems;
- Comprehensive knowledge of programming in both RPG and OCL;
- Good knowledge of the function and purpose of City and Borough departments, divisions and sections;
- Ability to manage a data processing environment involving a computer system with multiple users;
- Ability to study, analyze, comprehend and makes recommendations as to technological needs;
- Ability to coordinate computer functions and City and Borough department needs;
- Ability to communicate well with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with a Bachelor's Degree or equivalent in Computer Science, Business Information Systems or a closely related field; and
- Extensive experience in the management of information systems; or
- Any equivalent combination of experience, education and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

None

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to observe information systems;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computers and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to function in a general office experience.

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