Open Opportunity

Director of Information Technology & Innovation/Chief Technology Officer

Salary Range: $87,727 to 136,071
“expected starting pay maximum is mid-range”

The purposes of this position are to develop, administer, manage, maintain, supervise, and direct information technology strategies and initiatives in support of the operational missions and objectives of the Town for reliable, integrated, secure information systems on which to run mission critical, office automation and other applications that support and help provide effective and efficient municipal services. S/he accomplishes this by overseeing: the development of polices about information systems to ensure security and consistency; purchase of all town computers, software, networks; maintenance of information systems; administration of IT budget. The Director of IT & Innovation/Chief Technology Officer is required to exercise considerable independent judgment in administering and managing town information systems and technology that enhance organizational productivity and customer responsiveness and is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

Minimum Qualifications
Bachelor’s Degree in computer science, Management Information Technology or some closely related field. Six (6) years of progressively responsible Technology management experience, involving systems planning, management operations, training, network operations and procurement; including three (3) years of supervisory experience; or any equivalent combination of education, work experience and training. Microsoft Certified Systems Engineer (MCSE) is preferred. Must have and maintain a driver’s license. Local Area Network/Wide Area Network (LAN/WAN) certifications preferred.

Selection Process
All appointments and promotions shall be made according to merit and fitness for performing the functions of the position, including factors such as education, experience, aptitude, knowledge, character, ethics, or other qualifications that would determine the best candidate for the position. Examinations may include written, oral, physical, or performance tests or any combination of the various types of examinations. Offers of employment are contingent upon satisfactory results on a background check, pre-employment physical, drug screening and verification of information on the employment application.

Applications
Applications may be obtained from the Department of Human Resources, 800 Bloomfield Ave., Bloomfield, CT 06002, or on our website at www.bloomfieldct.org and must be submitted to Human Resources along with a resume and cover letter. Applications accepted until sufficient applications are received. Applications accepted ONLY by mail, email – sdaley@bloomfieldct.org or at the Human Resources Department at Town Hall.

Town of Bloomfield is an affirmative action/equal employment opportunity employer. Minorities, women & persons with disabilities are encouraged to apply. Persons with a disability and who may need this information in an alternative format must contact HR Department at 860-769-3544 or at rmattas@bloomfieldct.org

Posted 8/11/12
TOWN OF BLOOMFIELD
Director of Information Technology & Innovation/Chief Technology Officer

Department: Town Manager  Exempt  Grade: M9

Position Purpose:

The purposes of this position are to develop, administer, manage, maintain, supervise, and direct information technology strategies and initiatives in support of the operational missions and objectives of the Town for reliable, integrated, secure information systems on which to run mission critical, office automation and other applications that support and help provide effective and efficient municipal services. S/he accomplishes this by overseeing: the development of polices about information systems to ensure security and consistency; purchase of all town computers, software, networks; maintenance of information systems; administration of IT budget. The Director of IT & Innovation/Chief Technology Officer is required to exercise considerable independent judgment in administering and managing town information systems and technology that enhance organizational productivity and customer responsiveness and is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

Supervision:

Supervision Scope: Oversees, supervises and personally implements complex information systems, networks and diverse end user applications, coordinates the priorities for information technology (IT) requirements. Performs a wide variety of functions requiring responsible technical, administrative, management and supervisory responsibilities requiring knowledge of Information Systems and Technology

Supervision Received: Works under the general direction of the Town Manager following professional standards, procedures and policies.

Supervision Given: Supervises Assistant Director of IT & Innovation, Information Systems Technician and Information Systems Analyst, developing job direction, establishing goals and standards, assigning tasks, providing instructions as needed and monitoring performance.

Job Environment:
Administrative work is performed in a moderately noisy office with regular interruptions during the day from other Town Department staff via phone; outdoor work includes driving to various buildings or meetings; under possible adverse weather conditions, including extreme hot and cold. Work also entails installing computers which can involve exposure to electrical shock.
Requires the operation of an automobile, telephones, computers, copiers, facsimile machines, and other standard office equipment and occasional operation of computer tools, hand tools, and possible power tools.

Makes frequent contact with all municipal departments requesting services, vendors, software contractors; makes occasional contact with regional, state and federal officials, consultants, other IT Directors and the general public; communication is frequently in person, by telephone, fax, email in writing or at meetings. Contacts require a high level of patience and resourcefulness to influence the behavior of others or to resolve problems. May be required to work evenings, weekends and holidays.

Errors in judgment or omissions could result in delay of services, monetary loss, data loss or damage, equipment, and potential legal ramifications.

**Essential Job Functions:**
*(The essential functions or duties 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 the position.)*

- Manages and coordinates the work plan of the Division: meets with staff to identify and resolve problems: assigns work activities, projects and programs, monitors work flow, review and evaluates work products, methods and procedures.
- Develops and maintains an overview understanding of users’ operations and their short and long term needs for IT applications and support; advises the Town about requirements, infrastructure direction and systems’ capacities to meet user needs. Coordinates short-term and long-range capital planning of information systems and technology equipment for upgrades, new or replacements.
- Responsible for maintenance, replacement, repair and purchase of all information systems and technology equipment and supplies necessary to provide reliable, secure information systems on which to run mission critical, office automation and other applications that support and help provide effective and efficient municipal services.
- Develops and maintains a cohesive integrated IT infrastructure that is sufficiently robust to reliably support most user application growth requirements; ensures compliance and quality control and safe efficient operations of all information systems by monitoring use of technology.
- Responsible for preparation of bid specifications or obtains quotes for computer software, hardware and parts for various services to repair and maintain information systems. Monitors and oversee computer consultants. Maintains an inventory of the Town’s IT resources.
• Develops, evaluates and approves operating policies and procedures for all information systems and technology used by the Town Departments; reviews and evaluates software, hardware, available technologies and service delivery, makes recommendations for improvement and ensures maximum effective service, advises users regarding supported IT standards and assists users in their acquisition of new applications and related components; advises users regarding data integration and integrity requirements and opportunities.

• Maintains communication with associated technology vendors to ensure appropriate management of vendor support for installed products and emerging directions with vendor products; supports the performance and effectiveness of the town’s distributed information system by monitoring system availability, including system performance, up-time, pro-active management and maintenance to stay ahead of related issues.

• May provide direct IT services by: maintaining and enhancing the existing in-house developed applications; hands on troubleshooting of all aspects of hardware and software computer services; network administration; email administration; insuring connectivity of equipment to LAN, WAN and internet; integrating department specific software with Town Information Systems and Technology; maintenance of backup tapes and procedures; installation and maintenance of data security systems, etc.

• Assists all municipal users with transfer of data as needed to meet the municipal functions.

• Develops, maintains and tests disaster recovery plans; develop and maintain documentation for all applications.

• Oversees that Information Systems and Technology meets legal requirements including licensing and records retentions.

• Distributes and enforces IT policies and procedures: ensures the compliance with all applicable Federal and State privacy and public record laws; responds to Freedom of Information and legal requests involving the extraction of electronic data.

• Supervises, assigns, trains and evaluates the performance of assigned personnel, assigns and evaluates work of staff. Provides direct and functional supervision, including setting performance goals and objectives, counsels staff: consults with Director of Finance on such personnel actions as hiring, termination, and discipline and obtain final approval from Town Manager for such personnel actions. Establishes performance standards and evaluates work performance; assures organizational and individual goals are achieved.

• Prepares and monitors operating budget for all Town computer software and hardware purchases or replacements; presents budget and capital budget to the Department Head.

• Provides technical backup and advice to Library, Police and GIS staff and other Town departments. Monitors their systems and procedures to ensure they meet Town policies and resolves connectivity issues.
Other Functions:

- Performs similar or related work as required, directed or as situation dictates.
- Continues professional development; keeps abreast of new technologies, researches emerging products and enhancements and their applicability to Town needs.
- Attends appropriate meetings; represents town on technology issues.
- Assists other department staff as needed to promote a team effort to serve the public.
- Manages special projects and performs other related duties as assigned.

Minimum Required Qualifications:

The qualifications required would generally be acquired with a Bachelor’s Degree in computer science, Management Information Technology or some closely related field. Six (6) years of progressively responsible Technology management experience, involving systems planning, management operations, training, network operations and procurement; including three (3) years of supervisory experience; or any equivalent combination of education, work experience and training. Microsoft Certified Systems Engineer (MCSE) is preferred.

Special Requirements:
Must have and maintain a driver’s license. Local Area Network/Wide Area Network (LAN/WAN) certifications preferred.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of various technologies including, servers (including Web), client/server and Web security, browsers, various third party utilities and tools for integrating applications with databases and legacy systems: LAN and Wan networking including Fiber Optics, Broadband, TCP/IP, routers, switches, load balancers and firewalls and current networking technologies inclusive of wireless; extensive knowledge of network operating systems, database management, local and wide area networks, Microsoft systems™ and current versions of Windows™; knowledge of the operating principles and practices of desktop and server hardware and software related to the establishment and maintenance of internal and external networks; working knowledge of financial systems and applications; working knowledge of municipal operations and services; thorough knowledge of the principles and practices of IT management; strong knowledge of the federal and state laws affecting IT services; thorough knowledge of appropriate hardware equipment and software applications for municipal operations; knowledge of municipal budgeting; knowledge of capital budget and planning for major IT changes; knowledge of ways to interface and integrate various technology systems; knowledge of freedom of information laws; knowledge of the principles and practices of employee supervision, including work planning, assignment, review and evaluation and the training of staff in work procedures.
**Ability:** Ability to lead, manage and directly supervise employees and contractors and to prepare and effectively communicate approved policies, procedures, practices, and standards; ability to establish and maintain effective working relationships with department, state and federal officials, various groups and individuals; ability to handle multiple projects and programs at one time; ability to assign, train, and supervise programs and staff; ability to manage operating budget; ability to prepare reports and maintain records; ability to give written and oral instructions; ability to work independently, retain flexibility and maintain composure under pressure; ability to install and maintain systems, networks and applications; ability to develop and implement short and long term IT plans; ability to diagnose and fix hardware and software malfunctions and failures and assist in the diagnosis and repair of user applications and/or data failures; ability to provide advice for IT infrastructure development, reliability and maintenance; ability to provide for smooth transitions from current to new product/platform generations; ability to present technical information orally and in writing in a non-technical way for employees, residents and decision makers.

**Skill:** Good verbal and written communication skills; skill in using the above mentioned office equipment; skill in motivating, training, directing and supervising employees; skills associated with handling numerous projects at one time; administrative and organizational skills; skilled in developing and maintaining effective working relationships with other department heads, supervisors and end users to promote the best possible delivery of IT services; highly skilled in diagnosing IT systems and moderately skilled in repairing installed platforms and systems; highly skilled in IT administrative functions; skilled in administering systems and application support agreements.

**Physical and Mental Requirements:**

<table>
<thead>
<tr>
<th>Work Environment</th>
<th>None</th>
<th>Under 1/3</th>
<th>1/3 to 2/3</th>
<th>Over 2/3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outdoor Weather Conditions</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
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<tr>
<td>Work in high, precarious places</td>
<td></td>
<td>Rarely</td>
<td></td>
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<tr>
<td>Work with toxic or caustic chemical</td>
<td>X</td>
<td></td>
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<tr>
<td>Work with fumes or airborne particles</td>
<td></td>
<td>X</td>
<td></td>
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<tr>
<td>Non weather related – extreme heat/cold</td>
<td>X</td>
<td></td>
<td></td>
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<tr>
<td>Work near moving mechanical parts</td>
<td>X</td>
<td></td>
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<td></td>
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<tr>
<td>Risk of electrical shock</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Vibration</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Other – Computer Screen</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Other</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
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<tr>
<td>Physical Activity</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Standing</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
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</tbody>
</table>

5
<table>
<thead>
<tr>
<th>Activity</th>
<th>Requirement</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walking</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Sitting</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Talking &amp; Hearing</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Using hands/fingers</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Climbing or balancing</td>
<td>Rarely</td>
<td></td>
</tr>
<tr>
<td>Stooping, kneeling, crouching, crawling</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Reaching with hands and arms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Smelling</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Bending, pulling, pushing</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Other-Driving</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

### Lifting Requirements

<table>
<thead>
<tr>
<th>Weight Range</th>
<th>None</th>
<th>Under 1/3</th>
<th>1/3 to 2/3</th>
<th>Over 2/3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 10 pounds</td>
<td>None</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Up to 25 pounds</td>
<td>None</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Up to 50 pounds</td>
<td>None</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Up to 75 pounds</td>
<td>None</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Up to 100 pounds</td>
<td>None</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Over 100 pounds</td>
<td>None</td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

### Noise Levels

<table>
<thead>
<tr>
<th>Noise Level</th>
<th>None</th>
<th>Under 1/3</th>
<th>1/3 to 2/3</th>
<th>Over 2/3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Quiet (forest, isolation booth)</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quiet (library, private office)</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
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<tr>
<td>Moderate noise (computer, light traffic)</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Loud Noise (heavy equipment/traffic)</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Very Loud (jack hammer work)</td>
<td>X</td>
<td></td>
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</tbody>
</table>

### Vision Requirements

- X close vision (i.e. clear vision at 20 inches or less)
- X Distance vision (i.e. clear vision at 20 feet or more)
- X Color vision (i.e. ability to identify and distinguish colors)
- X Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- X Depth perception (i.e. three dimensional vision, ability to judge distances and spatial relationships)
- _ No special vision requirements

### Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

**Analytical** – Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

**Design** – Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Demonstrates attention to detail.
**Problem Solving** – Identifies and resolves problems in a timely manner; Gathers and analyses information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

**Project Management** – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

**Technical Skills** – Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**Customer Service** – Manages difficult or emotional customer situations Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

**Oral Communication** – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

**Written Communication** – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Leadership** – Inspires, respect and trust: Provides vision and inspiration to peers and subordinates.

**Change Management** – Develops workable implementation plans; Communicates changes effectively; Monitors transition and evaluates results.

**Delegation** – Delegates work assignments; Matches the responsibility to the person; Provides recognition for results.

**Leadership** – Exhibits confidence in self and others; Inspires and motivates others to perform
well; Accepts feedback from others; Gives appropriate recognition to others.

**Managing People** – Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates’ activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates’ skills and encourages growth; Solicits and applies customer feedback (internal and external); Improves processes, products and services; Continually works to improve supervisory skills.

**Quality Management** – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

**Business Acumen** – Understands business implications of decisions.

**Cost Consciousness** – Works within approved budget; Develops and implements cost saving measures; Conserves organizational resources.

**Diversity** - Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment.

**Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization’s goals and values; Supports affirmative action and respects diversity.

**Strategic Thinking** – Develops strategies to achieve organizational goals; Understands organization’s strengths & weaknesses; Adapts strategy to changing conditions.

**Judgment** – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Motivation** – Demonstrates persistence and overcomes obstacles;

**Planning/Organizing** – Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Organizes or schedules other people and their tasks.

**Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
**Quality** – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Quantity** - Completes work in timely manner; Works quickly.

**Safety and Security** - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

**Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Complete tasks on time or notifies appropriate person with an alternate plan

**Initiative** – Undertakes self-development activities; Asks for and offers help when needed.

**Innovation** – Generates suggestions for improving work.

*(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.*