![CARROLLTON TEXAS]

DATE	January 2020
JOB CODE	TECHNGOFF
FLSA	EXEMPT
EEO	

JOB TITLE: Technology Officer
DEPARTMENT/DIVISION: Information Systems
REPORTS TO: Director of Information Systems

SUMMARY: Responsible for manages the Department's technical divisions to ensure that IT strategy, policies and procedures implemented for the most effective support of the City's technology infrastructure. Also responsible for providing leadership for delivery of various server, network, storage, project delivery, applications, service desk, radio, and telecommunications services.

ESSENTIAL JOB FUNCTIONS:
- Oversee the Department management staff in the operation and maintenance of core Information Systems.
- Create timelines for the development and deployment of all technological services.
- Allocate technical resources for the efficient fulfillment of business requests.
- Assist in developing administrative directives, general orders, and standard operating procedures for the Department.
- Build and maintain strong, effective working relationships with internal support teams, peers, vendors and customers as it deals with the Department's technical infrastructure.
- Research and provide recommendations to the Director of IT on matters related to the City's technology infrastructure.
- Provide leadership in the installation, management, upgrade, migration, and enhancement of technology products in the City's environment.
- Maintain compliance with external regulatory controls, such as the Texas Department of Information Resources.
- Evaluate staff performance, assess training needs and develop improvements to workflow.
- Responsible for assisting in the training of City staff and contract staff security protocols, risks, and proper habits, including; online learning management, in persons training events, reviewing work accuracy, providing feedback, identifying skill gaps and implementing any necessary skill development or corrective action plans to mitigate gaps.
- Participate in a variety of special projects in support of departmental operations, which may include: analyzing vendor contracts; performing special studies; providing guidance and recommendations to departments to ensure organizational sustainability and maximize organizational efficiency, effectiveness, and performance; recommending cost-conscious decisions and actions; and/or, performing other related activities.
- Perform other duties as assigned, which may involve irregular work hours, including evenings and weekends.

SUPERVISORY/BUDGET RESPONSIBILITIES:
- Supervisory responsibilities over Department Managers and other staff
- Assist the Department Director in the preparation of the annual budget

KNOWLEDGE, SKILLS, AND ABILITIES:
- Extensive knowledge of industry standard IT management frameworks, such as ITIL, and experience with implementing such frameworks within an IT department
- Extensive knowledge of the latest Microsoft Windows Server, Exchange Messaging and Active Directory environments
- Extensive knowledge of Telecommunications (voice telephony) including product selection, design, deployment and support
- Extensive technical knowledge of current network technologies, standards, protocols and hardware
- Extensive technical knowledge of Storage Area Networks, server virtualization technologies (VMWare) and application virtualization
- Knowledge of the basics of radio communications
- Knowledge of disaster and business recovery practices
- Knowledge of process improvement principles and practices
- Knowledge of data analysis techniques
- Knowledge of research and analysis methods
- Skilled in designing secure networks, systems, and applications architecture;
- Skilled in managing projects
- Skilled in evaluating quality and reviewing final work products
- Skilled in analyzing security processes
- Skilled in working with large electronic documents
- Skilled in reading and interpreting technical documents
- Skilled in applying independent judgment, personal discretion, and resourcefulness in interpreting and applying guidelines
- Skilled in reading, interpreting, applying, authoring and explaining rules, regulations, policies, and procedures
- Skilled in tracking service call and installations
- Skilled in identifying and solving problems
- Skilled in documenting service outages and resolutions
- Skilled in working independently or part of a team in delivering excellent customer service
- Skilled in preparing clear and concise reports
- Skilled in providing customer service
- Skilled in gathering and analyzing information and making recommendations based on findings and in support of organizational goals
- Skilled in operating a computer and related software applications
- Skilled in communicating effectively with a variety of individuals
- Ability to analyze technical problems and develop workable solutions
- Ability to communicate with users to define system requirements and resolve problems

MINIMUM QUALIFICATIONS:
- Bachelor's Degree in Information Systems, Business or related area of study
- 8 years' of progressively responsible information technology experience
- Must qualify for and maintain compliance with Criminal Justice Information Systems access requirements
- Must possess or be able to obtain and maintain a valid Texas driver's license

PREFERRED QUALIFICATIONS:
- 8-10 years' experience in IT, with an emphasis on technical operations
- 10 years in Technical Services or Network Operations
- MCSA / MCITP, ITIL v3 and/or CCNA

WORKING CONDITIONS:
- Frequent reaching, sitting, talking, seeing, hearing, and manual dexterity
- Occasional climbing, balancing, stooping, kneeling, and crouching
- Sedentary office and outdoors work environments
- Occasional lifting and carrying up to 50 pounds
- Work may be performed in a data-center environment, involving loud noise and temperature irregularity
- Work both indoors and outdoors and are exposed to cold and hot temperatures, constant noise, fume/odor hazards, road hazards, heights, and mechanical and electrical hazards

CONDITIONS OF EMPLOYMENT:
- Must pass pre-employment drug test
- Must pass criminal history check
- Must pass motor vehicle records check