CITY OF CONCORD
CLASS SPECIFICATION

CLASS TITLE: **ASSISTANT INFORMATION TECHNOLOGY DIRECTOR**
DEPARTMENT: **INFORMATION TECHNOLOGY**   **DATE: 12/16**
REPORTS TO: **INFORMATION TECHNOLOGY DIRECTOR**

JOB SUMMARY:

The Assistant Information Technology Director (Assistant) works under the supervision of the Information Technology Director. The Assistant is responsible for leading, organizing, and developing the Help Desk and Business Operations teams.

ESSENTIAL JOB FUNCTIONS:

Ability to provide hands-on contributions and to supervise the help desk and Finance/ERP Business Applications technical teams

Ensure that all tickets are being followed up to ensure departmental support

Analyzes complex business needs presented by the user community and/or clients and recommends technical solutions.

Ensures the consistency and maintainability of existing applications by creating, maintaining, and enforcing standards/procedures for implementing technical solutions

Leads team in executing production tasks according to a documented schedule that meets or exceeds customer expectations.

Produces detailed time line for assigned projects and implements effective project control by monitoring the progress of work and the reporting of status.

Directs and prioritizes the work-load of subordinate personnel.

Participates on all hardware and software evaluations and maintains vendor contracts.

Represents the Information Technology function at customer review meeting when requested by the Director

Perform liaison duties between Director of IT, project managers, users, operations, and vendor personnel in the areas of systems design, modifications or trouble shooting.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Computer Hardware and Software   Network Equipment   Monitoring Tools

MINIMUM QUALIFICATIONS REQUIRED:

Bachelor's degree in Computer Science or closely related field plus seven or more years of experience with and responsibility for both wide and local area networking and help desk support as well as Supervisory experience of staff, or any combination of education, training and experience that provides the required knowledge, skills and abilities.

Licenses and Certifications:

MCSE desirable, but not required

Microsoft Exchange and SQL experience required; certification desirable but not required

Cisco router and firewall experience required; certification desirable but not required

PBX management experience and certification desirable, but not required

Driver's License.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Organizational, communication, prioritization, and time management skills

Ability to lead & support team members

Set up new standard operating procedures where needed

Follow existing standard operating procedures and improve upon them as needed

Promotes teamwork

Ability to work well with internal team members in resolving complex issues

Ability to use logical thought process in resolving problems

Ability to ask appropriate questions to facilitate resolutions

Ability to effectively prioritize numerous incoming requests

Maintain a secure computing/network environment (ensure systems are patched & updated, enforce security policies, provide incident response)

Inventory management & asset tracking skills

Analytical, problem solving, and decision making skills

Ability to work in an individual and team environment, as well as develop and mentor employees

Excellent communication skills

Skill in:

Computer systems set up and installation software for both clients and server

Diagnosing, troubleshooting, and implementing solutions for computer systems and software.

Mental and Physical Abilities to:

Prioritize tasks, meet deadlines, and accomplish a variety of tasks under pressure.

Read, analyze, and interpret technical and professional journals.

Present information effectively in response to questions from users, vendors, and state and local agencies.

Be well organized.

Perform duties while sitting, standing, or stooping.

Occasionally lift heavy objects.

Climb ladders.

Use tools or equipment requiring a high degree of dexterity.

Working Conditions:

Work is performed in an office, computer room, stockroom, or warehouse.