



JOB DESCRIPTION

Department	Information Technology
Location	Roger Prange, 8600 Green Bay Road, Pleasant Prairie WI 53158
Job Title	Director of Information Technology
Classification	Salary/Exempt
Pay Range	\$104,800 - \$131,000 Annually (1M01)

Job Summary

The Director of Information Technology is a full-time managerial, technical, and professional position which provides leadership, management, planning, development, and oversees the full spectrum of information technology systems and information security for the Village of Pleasant Prairie. As a key member of the leadership team, this individual reports directly to the Village Administrator and serves as an important contributor to the strategic direction of the Information Technology Department. This position is scheduled Monday – Friday 7:30 a.m. to 4:30 p.m. but requires regular attendance of applicable meetings, conferences, trainings, and/or Village-sponsored events.

Job Duties

- Accountable for the establishment and evaluation of the departmental strategies and goals. Ensures alignment with Village-wide goals and objectives. Works in coordination with all internal departments to reach overall strategic objectives of the Village.
- Administers the operations of the department and effectively leads, manages, and supervises department staff, identifies training needs, and identifies internal service levels for help desk and project portfolio management.
- Oversees department projects and ensures compliance with project goals, budget, timelines, and functionality.
- Oversees the installation of systems, system upgrades, software releases, and enhancements for all Village computerized applications.
- Maintains proper licensure for all Village software and ensures the operational effectiveness of information system equipment and applications; reviews and evaluates methods and procedures and implements changes to increase workflow or project efficiencies.
- Continually evaluates effective disaster recovery policies, standards, and testing programs to align with the enterprise business continuity management program goals.
- Liaison with external agencies, industry peers, partners, vendors and other advisory bodies to ensure the Village maintains a strong security posture and is aware of the relevant threats identified by these agencies.
- Develops, implements, and monitors a strategic, comprehensive enterprise information security and IT risk assessment and management program.
- Manages processes for the assessment and mitigation of any information security risk of vendors, partners, and other third parties.
- Continually enhance an up-to-date information security management framework based on the National Institute of Standards and Technology (NIST) Cybersecurity Framework, CIS Controls and/or other cyber security frameworks.
- Coordinates the development and implementation of security policies, controls and cyber incident response plans and procedures to ensure that business-critical services are recovered in the event of a security event.
- Guides Village departments through the selection process for software and programs, including defining the requirements, developing scope of services, reviewing applications, package selection, and implementation.
- Conducts research for products available and designates procedures to match the Village business needs in cooperation with various department initiatives or objectives.
- Develops, compiles, and prepares regular and special reports, materials, and presentations for internal and public communication as required.
- Attentive of developments and trends in the field of Information Technology that might affect Village departments and communicates or acts on these as required.
- Effectively manages competing priorities and requests from operational departments and ensures IT staff are aligned to efficiently address requests.
- Ensures that all information owned, collected, or controlled by or on behalf of the Village is processed and stored in accordance with established records retention guidelines.
- Monitors, manages, and contains information security incidents and events to protect corporate IT assets, intellectual property, regulated data and the Village's reputation.
- Facilitates and supports the development of asset inventories, including information assets in cloud services.
- Exercises significant discretion in developing, implementing, and enforcing policies and procedures necessary for the effective management and operation of the Information Technology Department.
- Effectively communicates, resolves issues, and establishes positive working relationships with Village officials, employees, and the general public.

- Leads by example and enforces all Village policies and procedures, and Village codes and ordinances.
- Performs other duties and special assignments as directed within the scope of the Information Technology Department.

Physical Requirements

- Frequent public interaction and requires the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- Frequent operation of a computer, phone, copier, and other office equipment.
- Must have the ability to interpret and analyze technical and statistical information and to prepare and present technical, oral, and written reports.
- Work is primarily sedentary and performed in an indoor office environment with low to moderate noise levels.

Requirements - educational, certifications and experience

- Bachelor's Degree in Computer Science, Information Systems Management, or closely related field. Master's Degree preferred.
- Seven (7) years of progressively responsible experience managing all aspects of system, network, site operations, including experience working directly with client server, multi-site infrastructure hardware/software, system development, and database techniques and practices.
- Three (3) years management responsibilities, including the supervision of technology teams, overseeing information technology projects, and managing departmental budgets.
- Comprehensive knowledge of principles, practices, procedures, and methodologies of Information Systems analysis, design, operation, and maintenance.
- Possesses strong interpersonal, technical management, and customer service skills with considerable expertise in preparing reports, budgets, and presentations, and the ability to communicate and present technology information to groups and individuals unfamiliar with technology terms.
- Experience with database management, design, and development as well as experience providing technology support in a Microsoft environment and familiarity with Microsoft SQL server database, Microsoft operating systems, and Microsoft Office systems.
- Demonstrated problem solving skills related to IT equipment, software systems, workflow development, IT security, as well as the ability to apply IT in solving business problems.
- Familiar with network and application security concerning sharing systems with outside agencies, vendor support access, remote employee access, and public access to Village systems; wide variety of web technologies, telecommunication principles, and mobile data systems; VPN access into secure systems utilizing personal computing devices, virtual server, and virtual desktop technologies; enterprise document imaging systems, GIS and AVL Systems, Public Safety Systems, and SCADA systems; common information security management frameworks, such as ISO/IEC 27001, NIST and CIS Cyber Security Controls; Local Area Network and Wide Area Network design, installation, and configuration; and the design, installation, configuration and troubleshooting of network switches and routes.
- Professional security management certification (CISSP, GIAC) preferred.
- Other combinations of education, training, and/or experience which can be demonstrated to result in the possession of the knowledge, skills, and abilities necessary to perform the duties of this position will also be considered.

I have read and understand the job duties and physical requirements of this position.

Signature

Date

Village of Pleasant Prairie is an Equal Opportunity Employer.