DRAFT 2/2023

TOWN OF LEDYARD

Management Information Services (MIS) Director

NATURE OF WORK:

Performs highly responsible administrative and complex technical work in developing, planning, coordinating, directing. and maintaining secure and efficient data systems and applications for the Town of Ledyard. Work includes setting Town-wide IT policies and procedures, analyzing needs, procuring hardware, and software applications, and working with users to resolve operational problems.

SUPERVISION RECEIVED:

Works under the general direction of the Mayor

SUPERVISION EXERCISED:

Supervises the MIS Technician

EXAMPLES OF ESSENTIAL JOB FUNCTIONS:

Must possess strong leadership, attention to detail, written and verbal communication, analytical and problem-solving skills. Must be highly motivated and service minded.

Duties include but are not limited to:

- Planning computer and network operations
- Analyzing user requirements
- Monitoring and diagnosing network and hardware problems
- Developing project plans
- System testing and user support
- Developing and purchasing new applications
- Improving existing applications
- Installing hardware and software upgrades
- Designing and maintaining Town's website and Town Facebook pages
- Managing, developing, implementing, planning, organizing, monitoring, and directing multiple projects and initiatives
- Vendor management including contract negotiation
- Leading MIS department operational planning
- Organizing and negotiating allocation of MIS resources

- Working alongside other departments to identify, recommend, and develop system requirements for new technology as well as implementing and supporting cost-effective technology solutions
- Overseeing all reports and documentation related to network and system operations
- Developing maintenance schedules for network and systems equipment upgrade and replacement
- Developing and managing Disaster Preparedness Plan, Disaster Recovery Plan and Backup Policies, Social Media Policy, Mobile Device Policy and Technology Use Policy
- Preparing department budget, purchasing and payment processing
- Performs related duties as required

REQUIREMENTS:

- Graduation from an accredited college or university with a Batchelor's degree or an Associate's degree plus ten (10) years of professional IT experience
- Strong technical knowledge of HyperV virtualization, Windows servers, Active Directory, DHCP, DNS, and group policies
- Extensive application support experience with Microsoft servers/desktops and Office 365
- Extensive hardware and software support experience with switches and routers
- Understanding or experience in .NET, HTML, MS SQL, ASP, SharePoint, VBscript and project management
- Proven experience in IT infrastructure design, planning and development
- Ability to effectively prioritize and execute tasks in a high-pressure environment

ADDITIONAL REQUIREMENTS:

- Physical and/or psychological examinations as may be required during employment
- Drug screening both pre-employment and as may be required during employment
- Criminal background and driving record checks are required prior to employment
- Means of transportation
- Means of contact

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is frequently required to speak and hear, walk, sit, stand, bend, stoop, kneel, use hands and fingers to handle, feel or operate objects, tools or controls, reach with hands and arms, use wrists for repetitive motions. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by the job include

close vision and the ability to adjust focus. Hand/eye coordination is necessary to operate computer and various pieces of office equipment of repetitive motion.

The employee must be free from mental and/or physical disorders which would interfere with the performance of duties as described and have the ability to maintain his/her composure with the public and co-workers in every day stressful emergency situations. Employee may occasionally have to function in situations where subjected to aggressive verbal behavior.

LICENSE OR CERTIFICATE:

Valid Motor Vehicle Operator's License

***** This job description does not constitute an employment agreement or contract between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*****

Adopted by Ledyard Town Council on _____

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Chairman