CLASS TITLE: DIRECTOR, INFORMATION SERVICES

PURPOSE OF THE CLASSIFICATION: Under administrative direction is responsible for the direction, operation, support and administration of various application development activities in IS (Information Services) within IT (Information Technology) and performs other related required duties. This position reports to the Chief Technology Officer.

ESSENTIAL TASKS:
- Directs and supervises all IS staff and related IS activities
- Directs, plans, coordinates and develops policies, procedures and programs related to IS activities, including standards, short and long term strategic planning, project management, best practices, security and business continuity
- Develops and presents recommendations and information to executive management staff, departments and citizens as requested
- Supervises the preparation and administration of the annual IS capital and operating expense budgets and prepares comprehensive budgetary and financial reports
- Recommends additions to and revisions for ordinances and regulations related to governing software applications and systems
- Responsible for all enterprise-wide IS activities, including system/application infrastructure and architecture, applications development/maintenance, re-engineering business processes, applications, security, outsourcing and IS operations and support
- Responsible for feasibility studies, time and cost estimates and the establishment and implementation of new and revised applications systems and programs
- Reviews all systems development project requests and coordinates schedules and related departmental activity
- Provides overall direction and guidance to assigned project managers
- Tracks a broad range of emerging technologies to determine maturity and applicability to the enterprise
- Evaluates the relative impact of emerging technology to strategic business needs and interprets meaning to executive management as requested
- Participates in overall business technology planning, bringing a current knowledge and future vision of technology and systems
- Understands the organization's core IS application development competencies and external customers to ensure continuous customer satisfaction
- Determines short and long-term enterprise-wide IS application development needs and develops overall strategy for systems development and integration
- Evaluates and implements technology systems to improve communications between the citizens and the City
- Remains knowledgeable of and maintains compliance with pertinent proposed and current governmental and regulatory agencies' statutes, rules and regulations
- Works as a relationship manager with departments to form alliances on projects, operational decisions, scheduling requirements/conflicts and vendor contract clarification
- Investigates and resolves complaints from the public
- Serves as a member of various committees
- Makes recommendations on a broad range of IS application development matters
- Must report to work on a regular and timely basis
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:
Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer science, information systems, business administration or a related field, including or supplemented by advanced coursework in computer sciences; and nine (9) years of managing an enterprise class application development department and business/industry work

experience with 5 of the 9 years including leadership experience in management and a proven work history from a large enterprise IS perspective managing multiple, large cross-functional teams and projects supporting senior level management and key stakeholders with experience in application development/maintenance, quality assurance, network, database administration, computer operations and production support. Requires experience across a large enterprise managing/overseeing mainframe, midrange and client server application development environments; requires advanced technical and business experience in new product deployment, system/software development life cycle, quality assurance, project management and other related disciplines/processes; or an equivalent combination of training and experience per Personnel Policies and Procedures outlined in Section 128.

Knowledge, Abilities and Skills: Comprehensive knowledge of modern principles and best practices in systems analysis and application development with particular reference to policies and procedures, standards, project management, short and long-term planning, security and business continuity and budgeting; advanced knowledge of the IS/IT functions, organizations, staffing and operating procedures; and knowledge of municipal government, Charter provisions, ordinances, and state laws governing the IT administration of the City government is preferred. Ability to develop and maintain approved systems; ability to plan, layout, assign, supervise and review work of professional, technical and clerical subordinates; ability to develop and clearly present ideas both verbally and in writing reports, financial statements and budgeting recommendations; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop and motivate people at any level within or outside the organization.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; frequent lifting and carrying up to five pounds with occasional lifting and carrying up to 10 pounds; occasional pushing and pulling up to five pounds; may be subject to walking, standing, sitting, reaching, bending, kneeling and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License; Project Management Professional (PMP) and Information Technology Infrastructure Library (ITIL) Certifications preferred.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

Class Code: 1502
EEO Code: E-01
Pay Grade: IS-60

Group: Information Technology
Series: Information Technology Management

Effective date: April 23, 2007