Town of Glenrock, WY
Job Description

Job Title:	IT Manager
Job Code/Pay Grade:	24
FLSA:	Exempt
Department:	Office (Administration)
Reports To:	Mayor
Date:	April 2024

SUMMARY

Manages all activities of the technical infrastructure of the information technology systems for the Town of Glenrock. Oversees the tactical and operational provisioning of information technology (IT) services in support of the Town of Glenrock.

SUPERVISION RECEIVED

Works under the general direction of the Mayor.

SUPERVISION EXCERCISED

N/A

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversee the maintenance of the Town's IT infrastructure, including hardware, software, networks, and servers. Ensure the security, reliability and scalability of IT systems to meet the Town's needs.
- Develop and implement IT strategies, policies and procedures to support organizational objectives. Collaborate with Department Directors to align IT initiatives with Town's goals and drive innovation through technology solutions.
- Develops and manages center relationships with outside hardware/software/consulting vendors and determines when to use or not to use vendors' advice and capabilities;
- Negotiates software licenses, hardware purchases/agreements and consulting engagement agreements;

- Plan, execute and oversee IT projects from initiation to completion, ensuring they are delivered on time, within budget, and according to specifications. Monitor project progress, identify risks, and implement effective mitigation strategies.
- Ensure prompt provision of technical support and assistance to end-users to resolve technical problems in a timely and efficient manner, implement user training programs to enhance IT literacy and promote self-service solutions.
- Through innovative initiatives instructs Town staff in the use of standard business and administrative software, including word processing, spreadsheets, database management; provides instruction or written documentation where required.
- Maintain, or implement as necessary, robust security measures to protect the organization's data, systems, and networks from cyber threats and vulnerabilities. Ensure compliance with relevant regulations, standards and best practices in IT security.
- Upholds, or implements where necessary, policies and procedures that enhance the efficiency and quality of IT Department's services.
- Stays current with emerging technologies and trends to recommend innovations to improve municipal operations.
- Develop and manage the IT budget, including forecasting expenses, tracking costs and optimizing resource allocation, identifying cost savings opportunities and recommending investments in technology infrastructure and services.
- Performs related duties as assigned.

Operating and Financial Performance

- Develops and manages center's annual operational and capital budget;
- Manages the development of and associated approval process for capital projects and performance against capital budgets;
- Delivers short- and medium-term operating expense and capital expense performance targets;
- Provides access to the IT environment on a 24/7 basis per application criticality agreements and ensures that a proper training environment and program is in effect for personnel.

PERIPHREAL DUTIES

- Assists other departments as needed.
- Other duties as assigned.

NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES
Knowledge of:

- Desktop or other operating systems and affiliated software components, services, protocols and technologies, to include office automation applications (e.g., Excel, Visio, Word,

PowerPoint) and other vendor commercial applications interfaced into client computing and communications environment;

- Wireless communications equipment such as fixed, portable and mobile radio devices, dispatch console equipment, as well as related radio system and remote site control equipment with working knowledge of FCC rules, regulations and technical standards;
- Required security standards and procedures for the Town;
- Designing and maintaining a multiple host and operating system network and server environment;
- LAN and WAN topologies, TCP and UDP protocols;
- Identifying, analyzing, testing, and resolving network and systems (non-applications) problems;
- Analyzing and determining the effectiveness and applicability of system (non-applications);
- Principles and practices of public-sector budgeting;
- Software and hardware; desktop computing, printer and other peripheral device driver, connectivity configurations and administration utilities (e.g., Microsoft SMS etc);
- Computing and communications hardware and software infrastructure related security technologies and alternative marketplace solutions utilized for departmental and enterprise solutions to include some of the following:
  - Exchange/Citrix/IIS, Windows Server and Active Directory, Enterprise backup and redundancy;
  - Multi-layer switch network and MPLS network design, traffic engineering and management, to include VOIP;
  - Digital microwave equipment, antenna combining equipment, bi-directional amplifiers, tower top amplifiers;
  - Current industry security center practices and associated technologies;
  - Hand held communication devices (e.g., cellular phones and tablets using iOS and android), other affiliated devices and email messaging/data synchronization applications and procedures;

Abilities:

- Organizing workload, being proactive and managing a variety of customer requests simultaneously;
- Written, verbal and interpersonal communications;
- Writing procedures and work instructions;
- Operating as a member of a team;
- Employing quality skill sets and diagnostic tools;
- Being resourceful, self-managed, customer focused and demonstrated ability to maintain a solid understanding of client computing and communications deployment, configuration, upgrade and integration concepts;

- Effectively coordinating and communicating with Town employees/vendors;
- Employing diagnostic, analytical and conceptual skills with detailed orientation;
- Project Management expertise in managing technical infrastructure projects.

EDUATION AND QUALIFICATIONS

- Bachelor's degree in Computer Science, Computer Engineering, Management Information Systems, or closely related field
- Five or more years of experience in maintenance & administration of a client computing and/or communications hardware and software infrastructure environment.
- Progressively responsible experience.

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. Reasonable accommodations may be made to enable individuals with disability to perform the essential functions.

- Frequently required to sit and talk or hear, use hands to handle, feel or operate objects, tools or controls, and reach with hands and arms.
- Required to bend, walk, and lift up to 50 pounds.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.

SPECIAL REQUIREMENTS

- Have a valid driver's license, or the ability to obtain one.

TOOLS AND EQUIPMENT

- Personal computer, including work processing, spreadsheet and data base software, mainframe computer terminal, 10-key calculator, phone, copy machine, and fax machine.

The Town of Glenrock reserves the right to modify, interpret, or apply this job description in any way the organization desires. This job description in no way implies that these are the only duties, including essential duties, to be performed by the employee occupying this position. This job description is not an employment contract, implied or otherwise. The employment relationship remains "at-will." The aforementioned job requirements are subject to change to reasonably accommodate qualified disabled individuals.