

## City of Fort Worth, Texas Job Description

<b>Classification Title</b>	IT Solutions Director		
<b>Job Code:</b>	DH1081	<b>Job Family:</b>	Department Head
<b>Pay Grade</b>	311	<b>Date Created:</b>	09/03/15
<b>FLSA Status</b>	Exempt	<b>Date Revised:</b>	10/07/23

### GENERAL SUMMARY

Plans, directs and manages the activities and operations of the IT Solutions Department. Coordinates activities with other departments and outside agencies. Provides highly responsible and complex administrative support to an Assistant City Manager.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

1. Directs the activities of the IT Solutions Department, which includes planning, coordinating, administering, and evaluating programs, projects, processes, procedures, systems, standards, and/or service offerings; ensures compliance with federal, state, and local laws, regulations, codes, and/or standards.
2. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
3. Directs and manages the development and implementation of goals, objectives, policies and priorities for each assigned service and/or operational area; and oversees the development and implementation of plans, processes and policies related to information systems, services, and operations.
4. Establishes appropriate service and staffing levels; monitors and evaluates the efficiency and effectiveness of processes and procedures; and allocates resources accordingly.
5. Assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; and directs and implements changes.
6. Represents the IT Solutions Department to other departments, elected officials and outside agencies; and coordinates assigned activities with those of other departments, outside agencies and organizations.

7. Leads the development and administration of the department budget; approves the forecast of funds needed for staffing, equipment, materials and supplies; approves expenditures; and implements budgetary adjustments as appropriate and necessary.
8. Provides executive level staff assistance to an Assistant City Manager; participates on a variety of boards, commissions and committees; and prepares and presents staff reports and other correspondence.
9. Performs other related duties as required.
10. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.
11. Pursuant to the City of Fort Worth's Code of Ordinances and Personnel Rules and Regulations, employees in this position cannot file an appeal of disciplinary actions taken against them.

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**
  - Operations, services and activities of a comprehensive, municipal information systems and services program.
  - Principles and practices of program development and administration.
  - Methods and techniques of statistical data collection and analysis.
  - Principles and practices of municipal budget preparation and administration.
  - Principles and procedures of financial reporting.
  - Principles and procedures of management systems and reporting.
  - Principles of supervision, training and performance evaluation.
  - Pertinent federal, state and local laws, codes and regulations.
  - City personnel policies and procedures.
  - IT strategy and planning.
  - IT systems and technology.
- **Skill in:**
  - Strategic and critical thinking.
  - Decision making and problem solving.
  - Time management and organization.
  - Computers and applicable software.
  - Providing IT services and expertise.
  - Project management.
  - Customer service.
- **Ability to:**
  - Communicate clearly and effectively, both orally and in writing.
  - Manage and direct a comprehensive, information systems and services program.
  - Develop and administer departmental goals, objectives and procedures.
  - Analyze and assess programs, policies and operational needs and make appropriate adjustments.
  - Analyze data and information; draw conclusions; propose responsive actions.

- Identify and respond to sensitive community and organizational issues, concerns and needs.
- Delegate authority and responsibility.
- Research and evaluate new service delivery methods and techniques.
- Prepare clear and concise administrative and financial reports.
- Participate in the preparation and administration of large and complex budgets.
- Interpret and apply applicable federal, state and local policies, laws and regulations.
- Maintain confidentiality of certain City information.
- Establish and maintain effective working relationships.

## **MINIMUM JOB REQUIREMENTS**

Bachelor's degree from an accredited college or university with major coursework in computer science, management information systems, business administration or a closely-related field and eight years of increasingly responsible experience in IT management, including four years of administrative and supervisory experience.

## **OTHER REQUIREMENTS**

Valid Texas driver's license.

## **WORKING CONDITIONS**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

## **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 disabilities to perform the essential functions.*

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.