

## **CITY OF CORAL SPRINGS**

### **Classification Description**

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**CLASSIFICATION TITLE:** Director of Information Services  
**FUNCTIONAL AREA:** Information Services

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#### **WORK OBJECTIVE:**

Provides leadership and strategic direction ensuring that priorities and goals are aligned with the overall goals of the City. Coordinates and communicates with the City's executive management the emerging business needs and technology expectations. Facilitates the decision-making processes and prioritization of business projects among competing City departments. Performs highly responsible administrative and professional work directing and coordinating the activities and programs of Information Services. An employee assigned to this classification is responsible for overall strategic and operational planning, implementation, and direction of the City's information services such as central systems operation, systems/application development, procurement of system hardware; personnel acquisition and retention; desktop support; and telecommunications management. Work is performed under the direction of the City Manager and performance is reviewed through conferences, reports and results obtained. Participates in improvement initiatives in departments above and beyond IT only roles. Assures business continuity capabilities of IT services.

#### **ESSENTIAL FUNCTIONS:**

- Represents the City to vendors, professional organizations, other governmental agencies, consultants, media, and any other entities necessary.
- Serves as technical advisor to executive management regarding technology management issues; proposes short-term and long-term solutions to technology management needs/issues relating to systems, equipment or services.
- Provides policy direction for strategic and operational plans for management information programs and services; supervises department managers.
- Provides a progression plan to attract, maintain, and retain Technology Management's human capital. Mentors and provides incentives to improve managers' leadership skills.
- Advises and counsels executive management on developing trends and practices that will impact the organization.
- Identifies and implements collaborative initiatives with other agencies to promote strategic business endeavors (i.e. E-government projects).
- Plans and direct the design, development, implementation and maintenance of data system projects to include major system conversions and/or new installations consistent with the City's Long Range Technology Management Implementation plans.
- Develops and implements policies for the procurement and use of technology management hardware, software, services, and telecommunications equipment.
- Participates in the development of specifications, evaluation of bids/proposals, and contract negotiations with various vendors.
- Directs the administration and operation of the City's telecommunication systems including station reviews, network design, scheduling, problem resolution, user training and vendor interface.

## **Director of Information Services**

- Facilitates implementation and operation of a Computer Aided Design/Geographic Information System with the rest of the enterprise.
- Develops and controls annual operating budget and establishes metrics to monitor and control the differing areas of the Information Services department and its operations.
- Ensures that policies are developed and upheld as they pertain to business continuation processes.
- Continually monitors and analyzes the organization to determine the need for strategic outsourcing.
- Responsible for aligning Information Services strategic direction with the business goals of the City.

### **MINIMUM QUALIFICATIONS:**

#### **Education / Certifications / Experience –**

Bachelor's Degree in Business, Computer Science, Engineering, Public Administration or related field; plus four (4) or more years of progressively responsible information system experience, three (3) of which must have been in a senior administrative/management capacity; or an equivalent combination of education, training, and experience.

#### **Knowledge, Skills, & Abilities –**

- Extensive knowledge of methods, procedures and equipment employed in technology management operations.
- Extensive knowledge of supervisory and management techniques.
- Considerable knowledge of computer technology, systems analysis, programming techniques, languages, operations, and databases.
- Considerable knowledge of project management techniques. Ability to plan, organize, schedule, assign, and supervise. Ability to create, analyze, and implement a budget.
- Ability to analyze problems, draw sound conclusions and discern feasible recommendations.
- Ability to prepare administrative and technical reports and papers.
- Ability to establish efficient standards and procedures for assigned projects.
- Ability to establish and maintain effective working relationships with employees, department directors, officials, vendors, citizens, and others.

### **ENVIRONMENTAL REQUIREMENTS:**

Work is performed in usual office conditions with rare exposure to disagreeable environmental factors.

The City of Coral Springs is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Coral Springs provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.