

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

David Faust

Work Phone: 608-267-4909

2. Class Title (i.e. payroll title):

Assistant IT Director

3. Working Title (if any):

4. Name & Class of First-Line Supervisor:

Sarah Edgerton, IT Director

Work Phone: 608-261-9642

5. Department, Division & Section:

Information Technology

6. Work Address:

210 Martin Luther King Jr Blvd

7. Hours/Week: 38.75

Start time: 8:30 am End time: 5:00 pm

8. Date of hire in this position:

9. From approximately what date has employee performed the work currently assigned:

9/30/2021

-
10. Position Purpose: (How this position fits into the overall mission, vision, and goals of your agency and work unit.)

This purpose of this position is to act as the IT operations manager.

11. Position Summary:

Under general direction, plans, organizes and supervises a subset of the daily operations, functions and services of the Information Technology (IT) Department; is responsible for overseeing a wide variety of IT programs, evaluates their effectiveness and implements appropriate changes; maintains IT-wide processes, procedures and standards needed to achieve goals and objectives; assists with the development and implementation of an overall strategic information management vision and plan; oversees new technology exploration areas as part of the aforementioned strategy; coordinates vendor sourcing and administration; administers a subset of the IT budget; and serve in the absence of the Chief Information Officer as required, and performs related work as required.

12. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

30% A. Planning

1. Assists the IT Director in managing and directing the operations and activities of the Information Technology Department.
2. Assists in developing department goals and objectives; assist in the development and implementation of policies and procedures.
3. Contributes to the development of objectives, policies, strategies and long-term and annual plans for the IT Department to support the delivery of high quality and necessary services to the city.
4. Works closely with the IT Director, other City departments, staff of other public agencies, and the general public to establish goals and policies consistent with the City's and department's goals, initiatives, and service levels.
5. Assists and advises the IT Director on matters pertaining to strategic and action plans for IT networks, telecommunications networks, IT Applications & Development, IT Media Team, IT Help Desk, IT operations policies and procedures.
6. Develops and maintains services catalog describing the offerings of ITS services and participates in the development of service level agreements for the delivery of those services
7. Works with departments to determine and set service levels and service level agreements for regular IT operations. Ensures service levels are met.
8. Assist with budgets, project budgets and assists the IT Director with annual budgeting; prepares cost estimates for budget recommendations; submits justifications for budget items;
9. In conjunction with the IT Director, plans, organizes, directs, and gives overall policy guidance and review to the continuing work and special projects of the information technology function.

55% B. Operations Management

1. Manages the day-to-day performance and delivery of information technology related activities and services.
2. Supervises, trains and evaluates assigned IT managers and other IT staff; sustains a culture of personal and collective accountability within the teams, monitors performance and provides feedback and coaching to employees; encourages teamwork and collaboration.
3. Enhances service levels and responsiveness to users through effective communications, collaborative work relationships, and a stable and reliable technology environment.
4. Contributes to the optimal management of vendor, financial, and capital resources to achieve its strategies and objectives by helping to develop and administer the IT budget, contracts, and vendors; develops projections and fiscal impacts of new technology and applications.
5. Plans, establishes, and maintains systems and business controls to support effective, efficient, and continuously improving information technology systems and services.
6. Establishes controls on data and technology use policies; analyzes procedures and recommends improvements on operations and systems.
7. Develops and implements performance metrics, quality standards and reporting of performance of the IT functions against established and agreed upon performance goals.
8. Communicates and collaborates with internal departments, external consultants, vendors, external agencies, regulatory officials and/or other interested parties to achieve City goals.
9. Coordinates work activities, exchange information and resolve problems.
10. Manages and schedules work projects and planned completion dates.
11. Oversees the designs and requirements for systems and applications; confers with users concerning application technologies and systems to meet City business objectives; performs and/or directs systems design work, operations and maintenance, program development, integrations testing, deployment, training, and documentation.
12. Selects, supervises, and evaluates the work of consultants and integrates consultant's work into the City's information technology function; writes bid specifications for new equipment; reviews bids and makes decisions and recommendations.

13. Plans and coordinates major research or administrative projects.
14. Ensures that staff is provided with training and development to perform their duties in a technically competent manner, safely and to meet pre-established standards.

15% C. Internal Administrative Tasks

1. Serve in the absence of the IT Director as required.
2. Include racial equity and social justice (RESJI) considerations in projects and initiatives
3. Attend Team, Unit and Department Meetings
4. Prepare status reports and other communications
5. Training on technologies as needed
6. Recordkeeping such as time spent on various tasks, tracking progress on tasks and recording new assignments
7. Other duties as assigned

13. Primary knowledge, skills and abilities required:

14. Special tools and equipment required:

None

15. Required licenses and/or registration:

None

16. Physical requirements:

Keyboard Skills

17. Supervision received (level and type):

Work is performed under general supervision of the City IT Director

18. Leadership Responsibilities:

This position: ☒ is responsible for supervisory activities (Supervisory Analysis Form attached).
☐ has no leadership responsibility.
☐ provides general leadership (please provide detail under Function Statement).

19. Employee Acknowledgment:

☒ I prepared this form and believe that it accurately describes my position.
☒ I have been provided with this description of my assignment by my supervisor.
☐ Other comments (see attached).

David Faust
EMPLOYEE

5/24/2022
DATE

20. Supervisor Statement:

- ☒ I have prepared this form and believe that it accurately describes this position.
- ☒ I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
- ☐ I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
- ☐ I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
- ☐ Other comments (see attached).

Sarah Edgerton
SUPERVISOR

5/24/2022
DATE

Instructions and additional forms are available from the Human Resources Dept., Room 261, Madison Municipal Bldg., calling 266-4615 or visiting cityofmadison.com/employeenet/policies-procedures/position-descriptions.