

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Division Director - Information Systems	Job Code: 1405
Date: March 30, 2010	EEO Code: EX
FLSA Designation: Exempt	Civil Service Status: Non-Covered

DEFINITION: This is responsible administrative and technical work in planning, organizing, and directing the activities of the Information Systems Division.

CLASSIFICATION STANDARDS: The single position allocated to this class is responsible to the Department Director of Administrative Services for the effective, efficient, and professional direction of the Information Systems Division.

ESSENTIAL DUTIES: Oversees and directs all activities, programs, and strategy of the Information Systems Division; directs the design, programming, security, and implementation of new and existing computer systems and networks, including GIS; meets with users to determine quality of service and to identify needs and possible solutions; consults with hardware/software vendors and other groups to resolve computer processing issues and/or review the impact of implementing new technologies; conducts needs assessments and makes recommendations on software and hardware acquisitions; provides for acquisition and installation of computer related products; assembles and directs I.S. teams to work across all levels of the organization and coordinates projects among departments.

Develops, implements, and reviews division policies and procedures, and recommends I.S. related policies/procedures for adoption city-wide; develops and maintains standards for system design, programming, and divisional operations to ensure activities are completed efficiently, accurately, and in a secure manner; ensures appropriate documentation of divisional activities, including the use of complex project management plans; reviews daily logs and reports to detect recurring slowdowns or errors; ensures the protection of systems, contents, and backups; prepares various records and reports on divisional activities and system performance; prepares and submits a timely and accurate division budget and administers it throughout the fiscal year.

Supervises, plans, and coordinates the work of assigned staff including scheduling of workload and coordinating workflow; oversees training of staff; reviews various work records and reports from the staff and ensures work is completed accurately, efficiently, and within deadlines; identifies, evaluates, and resolves personnel concerns; conducts performance evaluations and enacts discipline and rewards if needed; makes staffing decisions within the division including the hiring and firing of personnel; represents the division in various meetings and on multiple boards; performs other related work as required.

MINIMUM REQUIREMENTS: **A)** Bachelors degree in public or business administration, computer science, or closely related field and six (6) years of professional level experience in computer applications, including programming and software and systems analysis, three (3) years of which must be at a supervisory or administrative level; **or B)** an equivalent combination of education, training, and/or experience [substituting each one year of post-secondary education/training for six months of experience].

License(s). A valid, lawful driver's license is required.

SELECTION FACTORS: Knowledge of: modern methods, techniques, and best practices of complex computer systems analysis, networking, and data management, including design, programming, security, implementation, and project management; multiple operating systems; various computer hardware and peripheral equipment; operations, trends, and developments in computer technology; modern supervisory principles and organizational management; the operations, functions, and terminology common to the work; basic English composition, spelling, and grammar. **Skill in:** analyzing data and developing logical solutions to complex computer application and performance issues; conducting complex research and presenting technical concepts and data in an easy to understand manner; effectively planning and managing large projects. **Ability to:** plan, organize, and direct a major staff function; develop, submit, and administer a departmental budget; perform work with speed and accuracy; exercise independent judgement while evaluating situations and in making determinations; organize assigned work and develop effective work methods; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; demonstrate a high level of commitment to the principles of positive customer service; communicate effectively both verbally and in writing; formulate and administer effective departmental policies and procedures.

TOOLS AND EQUIPMENT USED: Telephone, personal computers, mini computers, basic office equipment, motor vehicle, various software and hardware specific to a particular department, and communications devices.

PHYSICAL DEMANDS: Work is primarily sedentary office work, sitting at a computer for extended periods of time maintaining a concentrated attention to detail. May require occasional lifting of computer equipment up to 30 pounds, reaching, bending, and assuming uncomfortable positions.

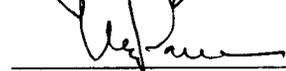
ENVIRONMENTAL FACTORS: Frequent exposure to computers, electronics, and electrical devices. May include exposure to high stress situations or environments such as meeting strict deadlines. Work is typically performed indoors.



 Department Director

3/30/10

 Date



 Mayor/Chief Administrative Officer

3/30/2010

 Date

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.