DEPUTY DIRECTOR OF INFORMATION TECHNOLOGY

The City of Harrisburg is seeking a highly motivated individual to fulfill the responsibilities of Deputy Director of Information Technology in the Department of Administration, Bureau of Information Technology. The Deputy Director of Information Technology is responsible for assisting the Director of Information Technology in the planning, organizing and directing of all IT functions for the City of Harrisburg. This includes helping to manage a technical staff of approximately six (6) IT professionals, as well as a number of vendors. The position also serves as the Network Administrator of the Harrisburg Police Bureau to maintain infrastructure and systems key to maintaining the communications network. The position reports directly to the Director of Information Technology or the Mayor's designee. This is a management, FLSA-exempt position.

Applicants must possess an associate degree in computer science or other related area along with five to seven years of experience in all areas of local and wide area networks management and administration including system configuration, setup, troubleshooting, planning, designing, implementation and user support; experience installing and supporting Microsoft Windows Server 2012 and later technologies; experience installing and supporting virtual servers in a VMware environment; experience installing and supporting Cisco servers, switches, routers and firewalls; HPE Nimble storage; VoIP; Website design and maintenance using WordPress; and experience supporting telecommunications; or any combination of education and training which provides the required knowledge, skills and abilities. Possession of a Network Administration Certificate is preferred. A valid PA Driver's License, Class C, or equivalent required.

The annual salary is $74,000-$76,000 (commensurate with experience and qualifications), plus an excellent benefits package.

The City intends to fill this position as soon as possible. It will remain open until filled. If interested, please submit a cover letter, your resume, three employment references and salary history, without delay, to:

> City of Harrisburg, Bureau of Human Resources
> The Rev. Dr. Martin Luther King, Jr. City Government Center
> 10 N. 2nd Street, Harrisburg, PA 17101
> Phone: (717) 255-6475
> Email: HR@harrisburgpa.gov **(electronic submission preferred)**

The City of Harrisburg is an Equal Opportunity Employer.
Eric Papenfuse, Mayor
www.harrisburgpa.gov/careers

Deputy Director of Information Technology
Department of Administration – Bureau of Information Technology

Definition:

The Deputy Director of Information Technology is responsible for assisting the Director of Information Technology in the planning, organizing and directing of all IT functions for the City of Harrisburg. This includes helping to manage a technical staff of approximately six (6) IT professionals, as well as a number of vendors. The position also serves as the Network Administrator of the Harrisburg Police Bureau to maintain infrastructure and systems key to maintaining the communications network. The position reports directly to the Director of Information Technology or the Mayor's designee.

Job Location:

The Director's Office is located in the City Government Center. Work is performed at the Dr. Martin Luther King, Jr. City Government Center and the McCormick Public Safety Building and at other worksites within the City.

Essential Functions

Assists the Director of Information Technology with managing the department and serves as director of the department in his/her absence. The Deputy Director of Information Technology is a part of the City's executive leadership on all matters related to the use and deployment of IT, including recommending and developing IT strategies, policies, and operational tactics for the City.

The Deputy Director of Information Technology also serves as the Network Administrator for the Harrisburg Police Bureau performing the following duties:

- Designs, supports, maintains and evaluates computer networking and telecommunication systems;
- Installs, configures and maintains/supports both physical and virtual servers
- Installs, configures and maintains Cisco routers, switches, firewalls and VPN clients
- Maintains access to City's network and e-mail accounts
- Performs other related duties as assigned.

The Deputy Director of Information Technology is required to communicate effectively with all levels of City government and others to meet the requirements of the position. In addition, the Deputy Director of Information Technology:

- Works cooperatively with City procurement officials, and others as required, to acquire and manage IT resources such as computer hardware, software, and services.
- Completes all employee evaluations and other processes directed by the City's Human Resources organization.
- Ensures IT staff receive needed training to effectively do their jobs.
- Prepares and monitors management reports including annual budgets, activity reports, and performance metrics.
- Leads and directs a technical staff of IT professionals and vendors who deliver critical services to the city.

Deputy Director of Information Technology
Department of Administration – Bureau of Information Technology

Essential Functions (Cont.)

- Works with users of the city's various systems to ensure existing systems are meeting performance and user expectations. Takes remedial action when needed.
- Collaborates with the city's various business units to understand needed enhancements to existing systems or the need for new systems or solutions.
- Uses best practices to ensure IT solutions and projects are properly planned, developed and successfully delivered.
- Explores and recommends emerging technologies that can benefit the city.
- Accepts the reality that the City needs 24/7/365 IT support which may entail having to work beyond the normal work schedule.

As needed, Deputy Director oversees the management and operation of application software used by the City.

Non-Essential Functions

Other related duties, as required.

Required Knowledge and Abilities:

- Knowledge of accepted IT principles and approaches to deliver quality services.
- Understanding of data center operations, networks, internet and how they function in a large enterprise like the City.
- Knowledge of IT cybersecurity and the importance of properly securing data and systems from potential breach.
- Ability to manage a technical staff to ensure their professional development and success.
- Ability to collaborate in order to establish and maintain effective working relationships with all organizations both internal and external.
- Ability to communicate verbally and in writing to clearly identify issues, report performance and recommend improvements.
- Ability to research and deploy new IT solutions, emerging technologies, etc. that could benefit the City.

In addition, as Network Administrator:

- Working knowledge of local and wide area networks (LAN/WAN), Internet, e-mail systems, telecommunications and data communications, standard operating systems (Windows 10), software packages and software utilities.
- Ability to plan, design and maintain data networks and servers.
- Ability to provide technical support to users.
- Ability to administer day-to-day operation of networks and servers.
- Ability to implement LAN/WAN maintenance and management procedures.
- Ability to communicate effectively in both oral and written form.
- Ability to explain technical concepts in non-technical terms to staff.
- Ability to read, interpret and apply technical instructions.
- Ability to prepare clear and concise written communications.

Deputy Director of Information Technology
Department of Administration – Bureau of Information Technology

Required Knowledge and Abilities (Cont.):

- Ability to research technical manuals and guides to respond to user questions.
- Ability to prioritize requests, organize, schedule and coordinate a variety of activities and projects.
- Ability to learn new software and hardware packages
- Ability to adapt to changes in technology.
- Ability to work independently and as a team member.
- Ability to establish and maintain cooperative working relationships with all those contacted during the course of work.

Qualifications:

An associate degree in computer science or other related area along with five to seven years of experience in all areas of local and wide area networks management and administration including system configuration, setup, troubleshooting, planning, designing, implementation and user support; experience installing and supporting Microsoft Windows Server 2012 and later technologies; experience installing and supporting virtual servers in a VMware environment; experience installing and supporting Cisco servers, switches, routers and firewalls; HPE Nimble storage; VoIP; Website design and maintenance using WordPress; and experience supporting telecommunications; or any combination of education and training which provides the required knowledge, skills and abilities. Possession of a Network Administration Certificate is preferred. A valid PA Driver's License, Class C, or equivalent required.