Town of Chatham
INFORMATION TECHNOLOGY DIVISION

INFORMATION TECHNOLOGY (IT) MANAGER

DEFINITION
Administers and maintains the Town’s computer system and networks, software, website, and communications platforms. Works under the general direction of the Director of Information Technology, and collaboratively with the Town Manager and Department Directors.

ESSENTIAL FUNCTIONS
The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Assists in the development of the hardware and software requirements for the Town’s technology systems with emphasis on cost efficiency, productivity, compatibility and user needs;
- Installs hardware, backup procedures, security and recovery programs for all technology systems, and modifies programs as appropriate or necessary;
- Provides technical support for computer hardware problems and for centralized software problems; specifically, Office 365 and Microsoft Teams environment.
- Assists in the development, negotiations and coordinating all data processing transactions with Town departments, outside entities and commercial business;
- Acts as liaison for information systems and monitors contracted services for compliance;
- Develops requests for proposals and bid specifications related to the computer systems;
- Provides or assists in the arrangement for orientation and training as new hardware and software are implemented to ensure proper use;

COMMUNICATIONS, SOFTWARE, AND WEBSITE
- Assist in selection, set up and implementation of new customer interfacing software and systems. Coordinate with vendors for purchasing and integration of new software systems into existing systems. Assist in transferring data from one system to another. Coordinate problem resolution, upgrades and work orders related to software solutions and databases.
- Research, curate content for, develop, manage, and be primarily responsible for town websites, mobile applications and social media channels. Advise town management on social media best practices. Take technical information and convert it into effective communication that is easy to understand by the end user community.
- Collaborate with staff to design, maintain, enhance, expand and improve internal and external websites. Provides end user training on digital services/applications and maintains Town sponsored social media and the profile and administration of town websites.
- Work on special projects as determined by the Town Manager. Planning and
promoting special events, including public forums and community engagement opportunities, creating varied resources to provide a diverse public with clear and comprehensive information about and access to Town services.

- May serve as Emergency Management Team member.

SUPERVISION RECEIVED
Under direct supervision, where clear, detailed and specific instructions govern the work or are explained with each assignment. The employee works as instructed and consults with the supervisor as needed on all matters not specifically covered in the guidelines or instructions.

JUDGMENT
The work involves numerous standardized practices, procedures, or general instructions that govern the work, and in some cases may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline.

COMPLEXITY
The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

NATURE AND PURPOSE OF CONTACTS
Relationships are primarily with co-workers incidental to the purpose of the work and involve giving and receiving factual information about the work. Ordinary courtesy and tact are required. Contacts with the public may be required on an occasional basis.

EDUCATION AND EXPERIENCE
Associate degree or equivalent training and one to two years of relevant experience, or any equivalent combination of education and experience.

KNOWLEDGE, ABILITY, AND SKILLS
Knowledge: Working knowledge of the field of data processing, computer science and network management. Knowledge of the functioning and operation of computer equipment/systems and an understanding of website content management and social media applications.

Abilities: Ability to use with proficiency Microsoft 365 and Cloud environments. Ability to communicate effectively both orally and in writing. Ability to maintain good public relations and effective collaborative working relationships with Town departments, department heads, fellow employees, officials and the general public. Ability to meet deadlines. Ability to work independently and exercise independent judgment.
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Skills: Proven interpersonal skills, customer service skills and problem resolution skills. Must possess organizational skills and be detail orientated.

WORK ENVIRONMENT
The work is performed in an office environment, and includes visits to satellite Town offices

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills
The work involves physical skills typical of an office environment, including sitting, standing, walking and stooping. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

Motor Skills
The work may require motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills
Visual demands require routinely reading documents for general understanding and analytical purposes, reading and following instructions and manuals, and hand and eye coordination when performing computer functions.

Required Licensing/Certification
A valid United States Driver’s License