



Position Description

MUST BE A RESIDENT OF MARION COUNTY, INDIANA

Position Title: Director – Information Technology (IT)	Department: Information Technology
Supervisor’s Title: Chief of Staff	FLSA Status: Non-Exempt

POSITION PURPOSE

To universally and wholly support the continually evolving IT needs of Center Township. This position demands continuous knowledge of technological advances in networked PC hardware and software ranging from hubs, switches, PC’s, servers, and peripherals, to the various software applications that operate them.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To be successful in this role, an individual must be able to perform the functions listed below satisfactorily. The Township will make reasonable accommodations to enable individuals with disabilities to perform these functions.

- Responsible for installation, integration and operation of all software and hardware in the Township networking environment.
- Maintains working knowledge of the operations and processing of all software applications and hardware devices.
- Strategically recommends purchase of new equipment and upgrades that enhance Township’s productivity and efficiency.
- Manages and controls proper licensing of all applications.
- Coordinates and serves as secondary contact for all computer support, network, and hardware vendors.
- Creates controls and maintains an inventory for all hardware, software, licenses, and updates.
- Serves as secondary contact for end-user helpdesk support issues.
- Adheres to and maintains the backup schedule and IT Disaster Plan
- Ability to analyze, identify and diagnose system problems or errors on many levels including software, hardware, networking, and communication.
- Assists in the development of computer policy(s) regarding the use of the Township’s computer network and telecommunications and expected to identify any violations.
- Helps direct and maintain the Township web site and internet functions and communications.
- May act as trainer or assist in the training of Township employees on hardware or software issues.
- Performs other duties as needed or assigned.

SUPERVISORY RESPONSIBILITIES

- Coordinator – Information Technology
- Technician - Information Technology

EDUCATION AND/OR EXPERIENCE

To perform this job successfully, an individual must have the following education and/or experience:

- Graduation from an accredited college or university with a baccalaureate degree in Information Systems, Computer Science or other related field, preferred.

This description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

[Center Township of Marion County is an Equal Opportunity Employer](#)

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- Two years of technical experience in a Microsoft Networking /Exchange environment.
- Six years of equivalent combination of experience and training that provides the essential knowledge, skills and abilities required to be effective in this position.

KNOWLEDGE, SKILLS, AND ABILITIES

The requirements listed below represent the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. The Township will make reasonable accommodations to enable individuals with disabilities to perform these functions.

- Knowledgeable in the principals and practices of GB Ethernet/Fiber networking.
- Technical and practical knowledge of many software applications, which include, but are not limited to: Microsoft Windows server and Windows 10, Microsoft Office Suite, Microsoft Exchange Server.
- Ability to troubleshoot various computer issues effectively and promptly.
- Ability to perform repairs and/or adjust components of the computer network with precision and care.
- Possess analytical skills to observe Township functions and recommend IT solutions to promote efficiency in the organization.
- Ability to organize, resolve, and process several issues simultaneously.
- Ability to internalize, translate, and disseminate technology terms and protocols to end users.
- Ability to lead and manage projects from infancy through completion.
- Knowledge of Sofos Firewalls, including configuring access lists and Nat rules
- Knowledge of Microsoft and Exchange Server Administration, from setting up new servers as well as maintaining existing Active directory network including multiple domain controllers and implementing group policies.
- Knowledge of cloud hosted VOIP and Basic VOIP Administration.
- Knowledge of Networking including working with Layer 2 and Layer 3 switches and understanding how to troubleshoot issue, as well as cabling standards and what type of connections are needed based on the switch interfaces.
- Must possess ability to handle updating and creating web pages for the external website.
- Experience installing and configuring enterprise level wireless access points including various encryption methods.
- Good time management skills.
- Ability to prepare and maintain clear, accurate, and comprehensive recommendations, records, and reports.
- Ability to deal tactfully, courteously and maintain effective relationships with Township employees and the public.
- Ability to follow established practices and procedures.

PHYSICAL DEMANDS

The physical demands described here represent those an individual must meet to perform the essential functions of this job successfully. The Township will make reasonable accommodations to enable individuals with disabilities to perform these functions.

- Ability to work in a fast-paced, deadline-oriented environment.
- Ability and willingness to work in close quarters, outdoors, and lift objects up to 40 lbs. in weight.
- Ability to stand and sit for extended periods, kneel/bend, and move throughout the workday.
- Strong sensory skills include good hearing, dexterity, feeling, and good eyesight, including peripheral vision.
- Ability to work night and weekend work shifts as needed.