BURLINGTON TOWNSHIP
DIRECTOR OF INFORMATION SYSTEMS

Responsibilities:

The IT Director is responsible for assisting in the overall management of Burlington Township's Information Technology systems. This includes asset tracking, configuration, installation, and maintenance of endpoints, printing systems, and other user resources. Endpoints include workstations, interactive display stations, desktop VOIP phones, mobile clients (including cellular phones, smartphones, and tablets), power distribution devices, and other miscellaneous specialized peripherals. Printing systems include coordinating the setup, user access, repairs and ongoing maintenance. Other user resources include specialty devices, such as camera systems, signature pads, card swipe readers, network switches and access points, UPS maintenance, etc.

The IT Director is responsible for device protection against viruses and malware; installing, testing, and maintaining operating systems and application software; analyzing and diagnosing system failures, documenting changes, and taking corrective action, where needed; monitoring events, such as backup completion, network outages, system failures and other duties, as required.

The IT Director is also responsible for assisting in the onboarding and off-boarding process of all system users, and assisting with the Township's employee's access control to programs and shared network resources. The IT Director also coordinates helpdesk services, which includes ticket resolutions, problem escalation to other outside service vendors, knowledge base management, "how-to" spot training and other impromptu requests for assistance.

Principal Duties:

The following list of duties for the IT Director is not exhaustive and is subject to change:

1. Deploy and maintain Burlington Township's IT equipment and troubleshoot problems.

2. Install desktop software including, but not limited to, operating system, productivity suites (i.e. Microsoft Office, Google Apps) email clients, desktop antivirus and application software, as required.

3. HELP DESK: Manage and provide Helpdesk support to end-users for hardware/software used by Township employees and maintain documentation on the assistance rendered, including the solution to the problem.

4. Configure, deploy, and maintain a desktop image library to facilitate the rapid restoration of work-desk machines or to deploy new ones.

5. Prepare and maintain detailed procedures for the installation of all software in common usage.

6. Manage operating system updates, firmware updates and security patches throughout the Township's network for all desktop PCs and network devices.

7. Configure and maintain internet, networking, security, and telecommunications services for endpoint systems.

8. Monitor alerts and administer antivirus/anti-malware, scans, and threat remediation in order to enforce Township Acceptable Use Policies.

9. Train users and staff on how to utilize hardware, software, and other miscellaneous smart devices.

10. Deploy new system rollouts, including hardware, software, and training projects.

11. Other duties, as assigned.

Qualifications:

1. Minimum of an Associate's degree from an accredited college with major coursework in information services and/or equivalent relevant workplace experience.

2. Routing and protocols, wireless technologies, and programming knowledge are a plus.

3. Have and maintain at least one of the following industry certifications: CCNA, CompTIA Network+, MCSA, CompTIA A+, CompTIA Security+, or equivalent level certification.

4. Any equivalent combination of experience and education that provides the required knowledge, skill, and abilities.

5. Two to four years of increasingly responsible experience in an Information Services capacity including end user support, with emphasis on personal computers, multi-network, multi-user Local Area networks (LAN), and/or Wide Area Network (WAN) environments.

6. Experience with Office technology, Database design and reporting, and phone system administration (VOIP).

7. Mobile Device Management (smartphones, tablets, etc.) configuration and support.

8. Prior Government/Police Department experience and knowledge are a plus.

9. Must pass criminal background check.

Must have knowledge of:

1. Operations, services, and activities of a comprehensive Technology Services Department.
2. Archiving and database systems for Email and Document preservation.
3. Countermeasures for dealing with network security and virus protection.
4. Pertinent Federal, State, and local laws, codes, and regulations.
5. Computer Desktop and server systems: Virtual and Standalone.
6. Various smart devices for mobile use (i.e. Android, Windows, Apple IOS)
7. Basic understanding of Open Systems Interconnection model OSI (ISO/IEC 7498-1) and TCP/IP
8. Active Directory Management (Windows Server 2008 and above).
9. Basic understanding of Ethernet switching, wireless access points, and network routing.
10. Cabling systems: Cat5e, Cat6, Cat6a, Fiber Optic, etc.
11. Microsoft Office at an advanced level, including Word, Excel, and Excel Query.

Ability to:

1. Work with County IT Department staff and Vendors to deploy new computing systems for Municipal Departments and Police Department.
2. Analyzing problems, identifying alternative solutions.
3. Project consequences of proposed actions and implement recommendations in support of multi-departmental goals.
4. Provide on-demand training for Help Desk requests as needed.
5. Apply and enforce Federal, State, and local policies, laws, and regulations.
6. Communicate clearly and concisely, both orally and in writing.
7. Establish and maintain effective working relationships with those contacted in the course of work.
8. Illustrate interpersonal skills and patience.
9. Be available to work during non-office hours as needed and to accept calls for help during those times if necessary for a 24-hour Police Department.

Physical Demands:

The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; and talk or hear. The employee will occasionally be required to stand; walk; and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee may encounter while performing the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office, wastewater treatment plant, sewage pumping station, sanitary landfill and solid waste transfer station with travel from site to site. Some exposure to noise, dust, grease, fumes, noxious odors, gases and all types of weather and temperature conditions; work and/or on various types of surfaces including slippery or uneven surfaces.