

DIRECTOR OF INFORMATION TECHNOLOGY

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class comprises a highly responsible position, the primary duties of which include the administration of the computer network for the fire department. The Director of Information Technology is responsible for managing the computer/network equipment and supplies, computer programming, and database for the fire department. The Director of Information Technology works under general supervision, reporting to and having work reviewed by the Fire Chief.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Serves as the computer network administrator. Determines how the department computer/networking system should be organized. Recommends management policies, goals, and objectives for the Information Technology Division. Observes and evaluates the operations of the division, and takes steps to correct any problems. Holds meetings with department personnel for the purpose of receiving reports and disseminating information as it relates to the administration of the computer network.

Designs, implements, and maintains local area networks for the department, including data and video networks. Assists network providers in setting up computer network and overseeing the maintenance of the network. Implements and maintains department network servers. Monitors network to ensure that network is available to all system users. Maintains the fire department website, email accounts, and user access to internet. Administers and monitors computer program that controls user access to system. Provides administrative services such as password assignment and maintenance and security troubleshooting. Maintains security of department's licensed software. Performs and supervises the planning, coordinating, and implementing of security measures to safeguard information in computer files against accidental or unauthorized modification, destruction, or disclosure. Ensures appropriate back-up functions have been completed.

Responds to all alarms or emergency calls for which the department is answerable, in order to ensure mobile data computer equipment on fire department vehicles is functioning properly. Maintains mobile data equipment, and other public safety software applications on fire department first responder vehicles including interfacing with

the records management system, repairing, replacement, updates to the software, and training.

Resolves data communication problems. Oversees the entering of diagnostic commands into computer and determines nature of problem to assist operators to resolve network communication problems. Responds to inquiries concerning problems with systems and/or operations and performs remedial actions to correct problems based on knowledge of system operation.

Develops a formal training program for all computer/network functions of the department and sees that such program is properly supplied with training resources. Evaluates training needs for computer operations and provides for department training or outside training to meet the needs of the department. Serves as an instructor for computer training courses and provides on-the-job training for new employees as it relates to the operation of the computer network. Prepares written procedures and manuals to be used by department personnel in the operation of the computer systems and applications. Instructs users in the use of equipment, software, and manuals.

Accounts for the money and assets of the Information Technology Division. Prepares and submits to the proper authority an operating budget for the division. Assists with the total departmental budget by gathering and compiling information to be used. Assists in writing grants for the division. Prepares purchase requisitions according to departmental procedures.

Makes recommendations for the purchase of computer network equipment, hardware, and software. Meets with division heads to review requests for computer equipment and software. Meets with computer hardware and software vendors to review products related to the departmental computer/networking system. Writes specifications for new computer equipment, prepares these specifications for public bids, and oversees the bidding process. Orders and distributes supplies and equipment as required. Maintains inventory records on all department owned computer hardware, peripherals. Locates repair services and arranges for repairs and maintenance of all department computer equipment or operating systems. Inspects equipment after repairs to see that repairs were properly accomplished. Coordinates installation of or installs network lines.

Designs, implements, and maintains a computerized fire department records management system, including developing and recommending policies for its use. Makes decisions concerning what information should be included in computerized records and in what form this information should be kept. Ensures that the departmental records management system is kept current and maintained for the purposes of tracking departmental activity. Confers with department personnel to identify problems and to gather suggestions for improvements to records-management systems. Examines and evaluates

existing records management system in order to develop new procedures or to recommend improvements in systems format, use, and control.

Prepares correspondence and develops new forms for departmental reports for the dissemination of information relative to the records management systems. Supervises the preparation and maintenance of departmental records and reports by inspecting systems and facilities for keeping records. Reviews drafts of records, reports, and forms completed by departmental personnel prior to entry into the computer system in order to determine if jobs were completed effectively and in accordance with departmental procedures. Reviews records retention schedules and record-keeping requirements to determine timetables for transferring active records to inactive or archival storage, and for destroying obsolete or unnecessary records. Reads graphs, charts, manuals, records, reports, or related department documents. Runs queries as needed to obtain information for fire department reports.

Installs hardware and peripheral components, such as monitors, keyboards, printers, and disk drives following design or installation specifications. Installs software, including operating systems, word processing, or spreadsheet programs. Maintains equipment replacement schedule. Installs, modifies, and makes repairs to department computer hardware and software systems and provides technical assistance and training to system users. Maintains records of all software license agreements and performs software audits to insure compliance with agreements.

Provides for the maintenance of computer files needed for the efficient operation of the fire department. Maintains files on city mapping of fire hydrants and the construction of new subdivisions and streets. Drafts and maintains blueprints for the recreation of building floor plans to a computer program to enable users to view such floor plans from mobile computers. Photographs building construction and existing buildings as instructed by the Fire Prevention Division and transfers photographs to a computer program. Obtains building preplans from the Fire Prevention Division and maintains such in a computer program. Maintains statistics on fire department incidents and prepares such documents for department meetings.

Promotes a positive image of the department in the daily performance of duties by interacting with the public, and state and local agencies. Provides assistance to other public safety agencies during emergencies in order to share information and data. Serves as department representative at meetings, conferences, and seminars.

Performs any related duties assigned.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States, and of legal age.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Must present documentation indicating, at a minimum, that the applicant has met the minimum high school graduation requirements necessary to receive a high school diploma as established by the state of Louisiana Board of Elementary and Secondary Education. Such documentation shall include at least one of the following: high school diploma, high school transcript, certificate of equivalency, affidavit from the issuing high school, college diploma, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for certification of graduation.

Must not be less than eighteen (18) years of age.

Must have a minimum of one (1) year experience in electronic computer equipment with a working knowledge in data and networking systems, including installing and maintaining local area networks.