



Job Title: Asst. Director IT- Infrastructure and Services and Support
Department Information Technology
Location: 281 Broadway, Revere, MA 02151
Hours: City Hall Hours.
Will require occasional nights and weekends
Salary: \$81,444.00- \$90,252.00 annual base salary; position is eligible for educational incentives and/or stipends. This is a union position.

DESCRIPTION:

The Asst. Director IT- Infrastructure and Services and Support helps to provide leadership and oversight for a wide-ranging portfolio of the City's hardware and infrastructure that support City operations. Under the direction of the Director of Information Technology the AD-ISS performs a variety of technical and complex work ensuring that the endpoint, server and associated enterprise systems are properly functioning; requires the use of independent judgment in diagnosing and resolving technology-related problems. This role requires a strategic thinker with strong technical expertise, project management skills, and the ability to collaborate with multiple departments to optimize system performance and enhance service delivery.

Works under the day-to-day direction of the Director of Information Technology.
Supervision Exercised: None.

ESSENTIAL FUNCTIONS:

The essential functions or duties listed below are intended only as illustrations of the various types 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.

- Oversee the administration, maintenance, and continuous improvement of operational platforms, including, M365, cloud-based infrastructure and cybersecurity applications, server infrastructure, and other municipal IT infrastructure.
- Manages cloud-based infrastructure applications used by DOIT.
- Manages City desktop and endpoint technologies; provides technology support and training; troubleshoots problems and maintains workstations; installs and tests new software patches.
- Manages and provides support for the City telecommunications system; works with providers on installing applicable patches and updates; provides employees support in the operation of the telephones.
- Manages and provides tier 2 employee support at multiple work sites for workstations, printers, copiers and other associated peripheral devices; maintains and updates access to printers and copiers.

- Manages the installation or modification of network servers, switches, routers, workstations, printers and other peripheral devices.
- Assists staff in understanding and using technology; provides broad-based user training on a wide variety of devices.
- Monitors system performance, analyzes problems and takes appropriate corrective actions.
- Maintains all appropriate documentation, files, logs and records required for areas of assignment; maintains applicable inventories to include procurement and disposal of equipment.
- Assists with the management the acquisition, installation and maintenance of hardware; manages maintenance & diagnostic service contracts.
- Serves as technical liaison with vendors on hardware specification.
- Performs routine preventive maintenance on hardware and system software; applies techniques to protect data through digital and physical security methods.
- Presents and implements technological alternatives to streamline and improve productivity.
- Maintains a thorough knowledge of the organization; adheres to all organization standards.
- Keeps DOIT informed of activities and recommends corrective actions.
- Is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her control; develops annual technology goals and detailed plans for goal accomplishment.
- Maintains knowledge on current technology by reading periodicals, evaluating new technologies and attending technical seminars and training sessions.
- Performs similar or related work as required, directed or as situation dictates.

QUALIFICATIONS:

- Bachelor's Degree in Computer Science or a related field of endeavor.
- Over 5 years' experience working in an enterprise IT environment with direct responsibility for the management, operation, and maintenance of on-premises and cloud-based infrastructure.
- An additional 4 years of relevant experience may be substituted for the degree requirement.
- Must possess a valid driver's license to operate a motor vehicle.
- Reverse residency preferred;
- Proven ability to remain calm, think under pressure, and react quickly;
- Bilingual English Spanish (both written and spoken) preferred;
- Willingness to work a flexible schedule.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge:

- Strong knowledge of protocols and components of local and wide area networks; Windows Server and server infrastructure environments; M365; cloud-based infrastructure and cybersecurity applications; backup systems; network/workstation peripherals; print servers; firewalls, email security solutions; computer hardware (replacing hard drives, hardware drivers, etc.). Strong knowledge of networking.

- General knowledge of a wide variety of application programs (HTML, word processing, spreadsheets, and databases).

Skills:

- Project management skills strongly preferred. Strong knowledge of City productivity software applications (including but not limited to: Adobe Photoshop; Microsoft Office, Microsoft Publisher, Microsoft Visio) and related technologies.
- Strong troubleshooting skills to decipher common error messages that confront most network administrators and users.
- Excellent communication skills; ability to communicate effectively, both orally and in writing; ability to communicate technical information to a user community.

Abilities:

- Ability to create and maintain accurate and detailed records and technical documentation.
- Ability to identify, gather and analyze information and resolve problems in a timely manner.
- Ability to develop alternative technology solutions.
- Ability to install the latest PC applications, troubleshoot and fix major system components from hard drives to CPU's.
- Ability to learn new skills to improve job performance
- Ability to read and interpret written information
- Ability to develop effective working relationships with colleagues.
- Ability to handle multiple problems and projects simultaneously.
- Ability to maintain detailed, complete and accurate records.
- Ability to deal with frequent changes, delays, or unexpected events.
- Ability to manage confidential information.
- Ability to operate a motor vehicle.
- Excellent customer service skills.
- Strong interpersonal, organizational, management and budgetary skills.

WORK ENVIRONMENT

Work is generally performed under typical office conditions with noise from office equipment and light and little exposure to occupational risks. May be required to work beyond normal hours and on evenings or weekends for offline technology-related solutions.

Requires advanced skill in the operation of computers and peripheral devices and cabling.

Advanced networking skills required. Has frequent contact with the user community, contractors and vendors; contacts generally involve equipment set-up, operations, general troubleshooting and installation. Travels to off-site locations to perform work for other departments; may be required to transport equipment to various off-site locations for repair.

Respects and maintains confidentiality of staff, volunteers, organization, project and personnel related information. Errors could result in time loss, confusion and delay, poor public relations, reduced services to citizens, and failure to achieve program objectives.

PHYSICAL REQUIREMENTS

Occasional light to moderate physical effort required to perform duties under typical office conditions. Occasionally required to lift items and equipment weighing up to 25; pounds; frequently required to stand and walk; occasionally required to kneel, bend, reach, stoop, crouch and twist. Must have vision and manual dexterity to install and maintain equipment and to operate a keyboard. Regularly required to talk and listen.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed. The City of Revere is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status, or any other legally protected basis, in accordance with applicable law.

Interested candidates should apply online at www.revere.org/jobs. Please submit a resume, cover letter and salary requirements with your application.