

TOWN OF PORTSMOUTH, RI
INFORMATION SYSTEMS MANAGER

Department:	Information Technology
Reports to:	Town Administrator
Supervises:	N/A
Position Status:	Exempt
Union/Non-Union:	Non-Union

Minimum Requirements

Comprehensive knowledge of IT management and administration with a Bachelor Degree in Computer Science or other related field, or other equivalent certifications or training. A minimum of five (5) years of relevant IT management experience is also required, with a preference to state or municipality experience. The applicant must also submit to and pass a National Criminal Information Check (NCIC), possess a vehicle and valid drivers' license, and be available for emergency work as needed.

Job Description

The Information Systems Manager (Systems Manager) is responsible for all technology-related infrastructure in the Town of Portsmouth, including various town hall departments, 24/7 operational police and fire departments, and public works, while also meeting the needs of staff and citizens.

The Systems Manager is charged with implementing, managing, and maintaining all applications and systems, including, but not limited to:

- Hardware and networking - computers, servers, firewalls, switches, VPSs, VLANs, fiber LIU and Ethernet patch panels, mobile wireless, enterprise wireless and wired networking, and various other hardware and related vendors all while ensuring network and endpoint security;
- Business applications – accounting, collections, CAMA, payroll and human resources, land evidence, municipal court, vital records, voter registration, licensing, GIS, permitting, CAD, parks and recreation, police and fire dispatch records management, voice recording systems, working knowledge of public safety 800Mhz and VHF radio systems, Town social media, and many other applications;
- General – VMware, endpoint protection, active directory and group policy, Office 365, system security, access control, video surveillance, telephony (analog, PRI and SIP), backups, disaster recovery, continuity of operations, E-government, web development, Microsoft Office, and many others.
- Website – overall management, upgrade planning, implementation of online payments, support and training of department level management.

The Systems Manager should also:

- Possess a thorough knowledge of vendor management, service delivery, budget management, procurement (State/MPA), project management, personnel practices, and strategic planning;
- Possess a strong knowledge of networking and network security.
- Have the ability to effectively, reliably, and efficiently lead and manage to achieve a high level of IT service and operations to all departments, offices, boards, commissions, and agencies;
- Maintain the highest professional, confidential, and ethical standards;
- Maintain a thorough knowledge of and ability to apply best practices, rules, regulations, policies, and procedures relative to all aspects of information technology operations in the State of Rhode Island and the Town of Portsmouth, and Police and Fire federal and national standards;

- Determine and implement the future growth related to technology projects, systems integration, data management, and security;
- Work with elected officials and department heads to strive to improve their efficiency and effectiveness;
- Remain knowledgeable about current technology and business requirements;
- Have a strong ability to work both independently and with a team to achieve goals;
- Communicate effectively, both orally and in writing;
- Be dedicated to maintaining the IT infrastructure in Portsmouth with the goal of maximizing uptime. After hours' support is expected when necessary, for updates, upgrades, and emergency cases.

Physical and Mental Requirements:

Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor weather conditions		X		
Work in high, precarious places		X		
Work with toxic or caustic chemical	X			
Work with fumes or airborne particles	X			
Non-weather related –extreme heat/cold	X			
Work near moving mechanical parts	X			
Risk of electrical shock	X			
Vibration	X			

Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing			X	
Walking			X	
Sitting			X	
Talking and hearing				X
Using hands/fingers to handle/feel			X	
Climbing stairs			X	
Stooping, kneeling, crouching, crawling		X		
Reaching with hands and arms		X		
Tasting or smelling	X			
Bending, pulling, pushing		X		

Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds			X	
Up to 50 pounds			X	
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very quiet (forest, isolation booth)	X			
Quiet (library, private office)	X			
Moderate noise (computer, light traffic)				X
Loud noise (heavy equipment/traffic)	X			
Very loud (jack hammer work)	X			

Vision requirements

- Close vision (i.e. clear vision at 20 inches or less)
- Distance vision (i.e. clear vision at 20 feet or more)
- Color vision (i.e. ability to identify and distinguish colors)
- Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- Depth perception (i.e. three-dimensional vision, ability to judge distances and spatial relationships)
- No special vision requirements

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)