

DELAWARE SOLID WASTE AUTHORITY



JOB OVERVIEW

TITLE: SENIOR INFORMATION & TECHNOLOGY (IT) OFFICER

REPORTS TO: CHIEF OPERATING OFFICER (COO)

JOB CLASS: EXEMPT

LOCATION: DOVER OFFICE

PURPOSE: This position is a leadership role, responsible for the Management, Planning, Implementation, Administration, and Budgeting of all Information and Technology (IT) Systems throughout the State of Delaware for the Delaware Solid Waste Authority. This position deals with the realities of the organization, minimizing cost while maximizing results using all aspects of Information Technology. This position also supervises all Computer Specialists, Managers, IT Technicians, IT Sub Contractors, and presides over all IT-related projects. As a member of the top management team at the DSWA, this position participates in planning corporate growth and coordinating the strategic plan with the development of information systems.

JOB DUTIES

ESSENTIAL TASKS:

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Develops and maintains strategic plans, identifying Information Technology applications and supporting the DSWA business plans, and/or creating new strategic options.
- Plans and controls staffing and development, organization, hardware acquisitions, licensing, and facilities for the Information Technology department to ensure consistency with and support of DSWA's plans.
- Directs the design, development, and maintenance of IT systems, programs, and software to meet the DSWA's needs.
- Designs, establishes, and maintains a network infrastructure for local and wide area connectivity and remote access in a secure IT environment, and manages Internet, email, and all computer operations throughout the DSWA.
- Maintains, negotiates, and manages all IT Systems Support Contracts, maintaining close contact with representatives of firms providing hardware, software, Bandwidth, and support service for all IT Systems supported under contract.
- Administers and controls the information systems expense budget towards a cost-effective operation.

- Maintains up-to-date knowledge in IT Systems, Software, and Hardware developments to ensure incorporation of new developments in future systems.
- Compiles and reviews records to determine IT department productivity, quality of output, and cost of service; developing methods to continually improve results.
- Manages the day-to-day operations of the information technology department including directing staff, who support administrative computing, networking, user services, telecommunications, video surveillance, and other information technology functions.
- Creates, maintains, and enforces written policies and procedures regarding all computer operations in the Information Technology Department and throughout the DSWA.

ADDITIONAL DUTIES:

- Manage, Build, and Configure eMail Server, Internet Access, DSWA Website, File Servers, Database Servers, Workstations, Switches, Backup Systems, Phone Systems, Copiers, Plotters, Printers, Routers, and all other IT equipment throughout the DSWA as well as perform other duties as assigned.
- Performs other duties as assigned.

QUALIFICATIONS

EDUCATION, EXPERIENCE, AND SKILLS:

Graduation from an accredited college or university with a Bachelor's degree in computer science, information systems, or closely related field and a minimum of ten (10) years of experience with information technology system analysis, system design, data analysis, and related applicable computer skills or equivalent; or any equivalent combination of acceptable education and experience that shall provide the knowledge, skill and abilities to perform the described duties. Experience can be substituted for education.

Must possess valid state driver's license. Must possess the following professional certifications: Microsoft Technology Associate Certification (MTA): Database & Internet / Microsoft Certified Solution Associate Certification (MCSA): SQL Server 2014, Server 2012, and Network Infrastructure / Microsoft Certified Solutions Expert (MCSE): Data Platform & IT Business Intelligence / Cisco Certified Network Professional (CCNP) Certification. Experience & Knowledge of SQL Server Management Tools including Query Analyzer – SQL Database Management – SQL Database Backup & Recovery.

Cisco Certified Design Professional (CCDP) Certification preferred.

Must sign a confidentiality statement.

Excellent oral and written communication skills. Must possess interpersonal skills necessary to educate, persuade and possibly sell IT concepts and ideas to DSWA Board, Executive Staff, and Top Management for a high degree of understanding complex and technical IT initiatives and plans. Considerable management skills are required to successfully perform the planning, directing, reporting and administrative responsibilities. Comprehensive knowledge of information systems

technology subjects and extensive knowledge of hardware and software with the ability to keep abreast of new technologies.

Physical Requirements:

This position requires standing, walking, sitting, gripping or feeling with hands, reaching with hands and arms, climbing or balancing, stooping, kneeling, crouching, or crawling, talking or hearing.

This position requires lifting more than 100 pounds.

This position requires close vision (clear vision at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

This position risks exposure to indoor environment, outdoor environment, noise, extreme temperatures, vibration, moisture and/or humidity, dust, fumes, gases, poor ventilation, electrical hazards, mechanical hazards, chemical hazards, explosive hazards, and burn hazards.

SIGNATURES

I certify that this description is a true reflection of the major responsibilities, requirements, and duties of this position. This certification is made with the knowledge that the information is to be used for the purposes of selection, classification, appraisal, and compensation.

SUPERVISOR

DATE

I certify that this description is a true reflection of the major responsibilities, requirements, and duties of this position. This certification is made with the knowledge that the information is to be used for the purposes of selection, classification, appraisal, and compensation.

HUMAN RESOURCES

DATE

I have read this description and understand the major responsibilities, requirements, and duties of this position.

EMPLOYEE

DATE

Delaware Solid Waste Authority is an equal opportunity employer committed to achieving excellence and strength through diversity. The Authority seeks a wide range of applicants for its positions so that one of our core values, a qualified and diverse workforce, will be affirmed. Americans with Disabilities Act (ADA) compliance requires the Authority to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.