



DEPARTMENT OF HUMAN RESOURCES

City Hall | 340 North Washington Avenue | Scranton, PA 18503 | 570.348.4246

Job Description

Title: Director Information Technology

Department: Information Technology

Supervisor: Business Administrator

Date: January 24, 2021

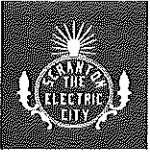
General Description:

The City of Scranton is embarking on a significant business transformation centered on structural changes that deliver superior services supporting resident needs and economic growth. These changes include digitization of our core processes to improve the City's operational effectiveness and efficiency. We are looking for an individual to fill the role of IT Director who is capable of delivering results and looking to build a fulfilling career in local government. Reporting to the Business Administrator, The IT Director will lead an expanding in-house team and 3rd party technology partners to implement a digital work place capable of meeting the requirements of a modern City. The successful candidate will be an integral part of the Mayor's administration which includes membership of the City's emergency response team.

This is a great opportunity to help redefine the way local government operates. The City has planned and budgeted for the replacement of its core operating platform, implementation is scheduled to start in 2021.

KEY Responsibilities:

- Participates in preparation of annual budget preparation.
- Oversees IT operations for Business administration and Emergency Services.
- Lead a team of IT staff & vendor partners providing supporting daily operations.
- Designs and implements IT strategies and infrastructure – New operating platform scheduled for 2021/22.
- Identifies and minimizes security risks.
- Continuous improvement - Works to increase user satisfaction. Works with department managers to assess equipment and software needs.
- Maintains IT performance metrics - Key performance indicators (KPI's) & reviews with management team
- Hiring and performance management for members of IT staff.
- Selection and monitoring of vendors.



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- The position is based in Scranton City Hall but work encompasses oversight of IT across all City operations which include the Department of Public Works, Police & Fire. A mobile phone & laptop are provided with access to a city vehicle for transport between locations.
- The city's core office working hours are 8.30 AM through 4.30PM. As a member of the City emergency response team this position is expected to respond to out of hours IT related emergencies.
- Scranton is on a path for growth – we are building a team capable of creating an environment which is community driven & easy to do business with, we are looking for leaders who embrace the city's rich history, be creative and willing to take risks.
- The Administration is a strong advocate for ongoing learning and personnel development the successful candidate will be encouraged to pursue professional growth to benefit the City and further their career.

IT Director Qualifications/Skills:

- Analytical & Process driven
- Sound understanding of computer systems, networks, security, telecommunications, databases and storage systems
- Strong communicator and leadership skills
- Team player and able to lead Projects/mentor others
- Solid working knowledge of all relevant coding languages and security protocols

Education, Experience, and Licensing Requirements:

- Bachelor's degree in information technology, information systems, computer science or related field (graduate degree a plus)
- Minimum Six years' experience working in IT operations
- Minimum two years' experience overseeing IT teams and projects
- Certifications and continuing education preferred

If you are interested in joining a team committed to making a difference in local government and having a direct impact to the growth and prosperity of Scranton, please email your resume and application to our HR department.