

Technology Manager

FLSA Status: *Non-exempt*

General Definition of Work

Performs intermediate professional work administering all technology programs within the Town government structure, including having the responsibility for procurement and maintenance of all computer hardware and software, cellular telephone system, wired telephone systems, cable television and any other communications system. Work is performed under the general direction of the Town Manager.

Essential Functions

The following functions are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Prepares and installs all new computer hardware, including work stations, servers, printers, and all other peripherals for all departments.

Installs all software.

Performs routine maintenance on computers including ensuring that up-to-date security and software is in place.

Develops and maintains operating rules for the computer network, including security standards for all departments.

Develops budgets and schedules for the upgrading and replacement of computer systems for all departments.

Prepares specifications for new technology equipment to be acquired. Items include computers and peripheral hardware, telephones, copiers, cameras, etc. Develops any bid documents necessary for procurement of this equipment.

Reviews cellular telephone system on a regular basis, recommends changes, and develops specifications. Programs and monitors changes to the wired telephone system. Serves as the liaison between the Town and cable television systems.

Maintains all facets of the Town's television broadcast system, including the development of rebroadcast capabilities, enhanced camera work, and public information systems.

Develops systems for public service broadcast, including replaying of Town meetings and events, development of messaging systems, and other forms of broadcast.

Develops specifications for all copiers and other technical office equipment.

Works with all software vendors serving the Town to ensure maximum efficiency of systems.

Technology Manager

Works with various vendors to schedule necessary repairs and maintenance that cannot be performed by Town staff.

Works with vendors in the development of enhancements to systems.

Knowledge, Skills and Abilities

Thorough knowledge of technical aspects of computer, telephone and cable systems related to office applications; general knowledge of the working functions of the Town and the intersecting responsibilities and usages of systems; general knowledge of proprietary software; ability to interact with employees in all departments; ability to establish and maintain effective working relationships with hardware and software vendors, telephone companies, cable television companies, and the general public.

Education and Experience

High school graduation, supplemented by professional training at the college level and trade courses on various technological aspects.

Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; worker is frequently sitting, speaking or hearing and using hands to finger, handle or feel, frequently reaching with hands and arms and repetitive motions and occasionally requires standing, walking, pushing or pulling and lifting; work requires close vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office with typewriters and/or computer printers, light traffic).

Special Requirements

Microsoft Technology Associate (MTA) – Required

MCSA or MCSE – preferred

Possession of an appropriate driver's license valid in the Commonwealth of Virginia.