

**Town of Natick
Job Description**

Position Title:	Information Technology Manager	Grade Level:	3
Department	Information Technology	FLSA Status	Exempt
Reports to:	Director of Management Information Technology		

Statement of Duties

The Information Technology Manager (IT Manager) position will play a critical role in assisting the IT Department in accomplishing its long-term goals and objectives of creating a ubiquitous, secure networking environment while also providing high quality customer support to all of its customers. This position will be an important part of the IT team by assisting in streamlining and improving the efficiency of the IT Department by assuming responsibility for many of the day-to-day operations, such as managing the IT helpdesk, providing telephone and desktop support, IT Accounts Payable and procurement operations, enhancing and providing improved customer support to all of our clients, etc.

Supervision Required: The employee performs work responsibilities under the general supervision of the Deputy Director of Information Technology.

Supervisory Responsibility: None.

Accountability: Errors and omissions in work could result in missed deadlines, poor employee morale, and adverse public relations.

Complexity: Information technology professionals require ingenuity, creativity and a desire to learn to keep pace with an ever-changing marketplace.

Confidentiality: Individual judgment and the application of professional knowledge and experience are required in selecting the appropriate practices, procedures, regulations, or guidelines to apply in each case.

Work Environment: The employee must perform work in a normal office environment, not subject to extremes in temperature, noise, odor, etc. Duties require occasional periods spent in uncomfortable physical positions relating to network wiring activities; frequent lifting and carrying of computers and peripheral equipment, files, etc.; extended periods spent at terminal, on telephone, or operating other office machines; and significant travel to surrounding communities and between work locations within the Town.

Nature and Purpose of Contacts: Primary contacts are with the Information Technology staff and supporting all end users for the purpose of providing technical support. Additional contacts include vendors and manufacturer's representatives for the purpose of exploring new or improved

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solutions.

Occupational Risks: Duties generally do not present occupational risk. However, if an employee fails to properly follow safety precautions and procedures, it could result in a minor injury.

Essential Functions:

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

- Management of day-to-day IT Office operations - IT Department main point of contact
- Management of IT Helpdesk system - administration of tickets, creating and closing tickets, assignment of tickets to IT staff and follow-up with customers and IT staff on outstanding tickets.
- Provide customer service and technical support for IT clients - internal users (i.e., support and troubleshooting for on premise and hosted applications and Voice over IP (VOIP) telephone system support, town wide) and external users (i.e. general public, equipment support for Boards and Committees, public requests, etc....) and the Town's ERP System.
- Management of Information Technology payroll and processing of IT invoices and procurement functions (i.e., managing contracts; processing invoices, creating requisites, and processing purchase orders; preparing and processing IT payroll)
- Facilitate and schedule IT meetings and IT user training sessions, with attendees either in person, hybrid or remote.
- Maintain and manage all IT Inventory (physical equipment and software systems).
- Assist and maintain user account creation/deletion and maintenance in Active Directory and Google Workspace environment.

Abilities and Skills:

- Ability to meet and deal effectively with colleagues, public officials, and the public.
- Ability to work independently and take the initiative to handle problems effectively.
- Strong customer service skills.
- Ability to prioritize based on changing environment and utilize technology to streamline and improve efficiencies.

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- Ability to maintain confidential information.
- Ability to communicate effectively with others, both orally and in writing.

Recommended Minimum Qualifications:

Education and Experience: or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

A minimum of three (3) to five (5) years of related experience in an information technology environment and providing customer support for the data and voice network users.

Position requires bachelor's degree or equivalent in information systems or a related field.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills:

There is little or no physical demand needed. The ability is required to lift up to 30 pounds.

Motor Skills:

Duties may involve close hand-eye coordination and physical dexterity.

Visual Skills:

Ability to read, see, and differentiate between colors.

This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.