

Director of Information Technology Services (ITS)

Location: New Castle, DE

Salary: \$90,347 to \$106,290

(Salary range commensurate with Skills)

(Grade G)

Opening Date: April 18, 2017

Closing Date: May 2, 2017

I. POSITION SUMMARY

The Director of ITS is responsible for all aspects of information technology management and control including the supervision of the ITS staff; budget preparation and management; recommendations for technical acquisitions; and development of IT guidelines, standards, procedures, and policies. The Director must ensure that the Delaware River and Bay Authority (Authority) IT infrastructure is reliable, secure, and redundant providing high availability to meet the business needs of our customers.

Reporting directly to the Chief Information Officer (CIO), this management position will provide the vision, create and maintain the roadmap, and facilitate the execution of all technical applications from high level concept to design to operational delivery. The Director must possess initiative and drive, have broad relevant technical knowledge with demonstrated management expertise, and have excellent written and verbal communication skills. The individual in this position must possess a strong customer focus. The Director is responsible for following established safety practices while performing assigned duties to protect self, co-workers, and the public from personal injury and to prevent damage to Authority property. This individual is subject to 24-hour call to ensure the continuous operation of all mission critical applications and systems.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supervise, direct, provide leadership, and serve as technical lead for ITS staff; hold regular departmental meetings to review IT goals and initiatives; promote team building; work with ITS staff on career path development and technical growth; conduct performance appraisals for all ITS personnel
- Keep the CIO apprised of project status and departmental activities and work with the CIO and the Director of Technical Operations to set the IT Vision, Goals and Strategic Plan through the development of Five Year Capital Improvement Plan
- Develop and administer the ITS operating and capital budgets; assess new computing technologies and the feasibility of system enhancements to determine the potential value to the Authority; supervise the ordering, acquisition, inventory, and disposition of hardware and software; serve as the primary contact with outside vendors in the generation of RFPs, bids, contracts, and maintenance agreements; approve all purchases and expenditures
- Build positive relationships and trust with Authority business units and management by acting as the liaison to guarantee that their IT needs are successfully met and exceeding customer expectations
- Assess, evaluate, and oversee the development, design, and implementation of new applications and the upgrades/enhancements to existing ones aligning business and technical requirements to ensure delivery of high quality systems on time and on budget
- Ensure IT assets are maintained responsibly; safeguard the security and privacy of the

- IT systems; ensure the integrity and continual operation of the Authority's networks; develop, review, and certify all back-up and disaster recovery procedures and plans
- Ensure the availability, continuity, and security of all Authority software applications; manage Authority-wide software licenses, SSL certificates, and maintenance agreements; oversee the development of all IT training programs; ensure appropriate training is conducted on all software applications as required; develop, review, and revise all Authority IT policies to guarantee the integrity of the Authority's data; set procedures for the creation, maintenance and deletion of user accounts
- Supervise the ongoing operations of the ITS Helpdesk to ensure the excellence and timeliness of support; interact with Authority computer users to help resolve escalated IT issues; solicit feedback from users on the quality of service received
- Provide the highest level of customer service and professionalism to all internal and external customers

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Exceptional interpersonal, communication, and relational skills with the ability to navigate in a diverse cross-functional environment
- Expert knowledge of and experience with project management methodologies, as well as IT and business knowledge to manage cross-project coordination and interdependencies
- Strong knowledge of computer operations and software
- Strong analytical and logical problem solving skills
- Strong knowledge of information resource analysis, development and application
- Strong judgment, organizational, and decision making skills
- Fiscal management and budgetary skills
- Strong teambuilding skills
- Documented working experience with Microsoft Windows Environments, including Microsoft Windows Server, Microsoft SQL, and Microsoft Exchange; documented working experience with Oracle databases; documented working experience with an ERP System
- Ability to manage multiple tasks and projects simultaneously, and prioritize workload effectively
- Ability to translate needs of departments into systems requirements and design
- Ability to establish and maintain effective working relationships
- Ability to think and act strategically
- Ability to provide superior customer service to everyone by responding in a courteous and efficient manner

IV. REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's degree in Computer Science or related field from an accredited college or university
- Minimum of ten (10) years information technology experience of which five (5) years includes the management, coordination, oversight and implementation of IT projects and programs
- Proven knowledge of project management principles, theories, and concepts
- Direct supervision or management of a technical staff preferred
- Advanced degree and/or technical certifications preferred

V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES

- Valid driver's license

VI. SPECIAL REQUIREMENTS

- Subject to background investigation and pre-employment physical including drug test
- Required to travel to all Authority locations as necessary to maintain a presence and support all Authority computer systems and applications
- Required to be available for duty at such hours, day or night, as may be required in order to maintain continuous operation of the network

If you are interested in applying for this position please complete the on-line application at www.drba.net. In addition, in order to complete the application process, please attach a current resume.