

City of Fort Worth, Texas

Job Description

Classification Title	Deputy IT Solutions Director		
Job Code:	DD1611	Job Family:	Deputy Department Head
Pay Grade	308	Date Reviewed:	09/11/2024
FLSA Status	Exempt	Date Revised:	

GENERAL SUMMARY

Assists in planning, directing, and managing and overseeing the activities and operations of the IT Solutions Department. Directs and coordinates department wide activities and external agencies, as well as provides highly responsible and complex executive support to the IT Solutions Director.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Acts in the absence of the IT Solutions Director and as a professional resource/advisor to employees and management; including any special committees with regard to IT Solutions systems and programs.
2. Directs the activities of the division/department, which includes planning, coordinating, administering, and evaluating systems and programs, projects, processes, procedures, systems, standards, and/or service offerings; ensures compliance with federal, state, and local laws, regulations, codes, and/or standards.
3. Supervises senior level staff, which includes prioritizing and assigning work; conducts performance evaluations; ensures staff is trained; ensures employees follow policies and procedures; maintains a healthy and safe working environment; and makes hiring, termination, and disciplinary decisions or recommendations.
4. Assists the IT Solutions Director in managing the development and implementation of departmental goals, objectives, policies and priorities for each assigned service area.
5. Assists the IT Solutions Director in establishing appropriate service and staffing levels; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; and allocates resources accordingly.
6. Assesses and monitors and evaluates the quality, responsiveness, efficiency and effectiveness of assigned IT Solutions systems and programs, service delivery methods and procedures; and works with subordinate employees on the continuous improvement of city services and the refresh of programs and technology.
7. Assists the IT Solutions Director in the development of the department budget; forecasts funds needed for staffing, equipment, materials and supplies; and implements budgetary adjustments, as needed.

8. Develops requests, evaluates and negotiates proposals for contracting various services; vendor proposals, contract negotiations and monitors the work of contractors and the funding associated with services.
9. Represents the IT Solutions Department to other departments, elected officials and outside agencies; and coordinates assigned activities with those of other departments and outside agencies and organizations.
10. Oversees and provides highly complex staff assistance to the IT Solutions Director; participates on a variety of boards, commissions and committees; and prepares and presents staff reports and other necessary correspondence.
11. Performs other related duties as required.
12. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.
13. Pursuant to the City of Fort Worth's Code of Ordinances and Personnel Rules and Regulations, employees in this position cannot file an appeal of disciplinary actions taken against them.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - IT strategy and planning.
 - IT systems and technology.
 - Operations, services and activities of a comprehensive, municipal information systems and services program.
 - Principles and practices of program development and administration.
 - Methods and techniques of statistical data collection and analysis.
 - Principles and practices of municipal budget preparation and administration.
 - Principles and procedures of financial reporting.
 - Principles and procedures of management systems and reporting.
 - Principles of supervision, training and performance evaluation.
 - Pertinent federal, state and local laws, codes and regulations.
 - City personnel policies and procedures.
- **Skill in:**
 - Strategic and critical thinking.
 - Decision making and problem solving.
 - Time management and organization.
 - Computers and applicable software.
 - Providing IT services and expertise.
 - Project management.
 - Customer service.
- **Ability to:**
 - Communicate complex concepts clearly and effectively, both orally and in writing.
 - Manage and direct a comprehensive, information systems and services program.
 - Develop and administer departmental goals, objectives and procedures.

- Analyze and assess highly complex programs, policies and operational needs and make appropriate adjustments.
- Analyze data and information; draw conclusions; propose responsive actions.
- Identify and respond to sensitive community and organizational issues, concerns and needs.
- Delegate authority and responsibility.
- Select, supervise, train and evaluate subordinate employees.
- Prepare clear and concise administrative and financial reports.
- Participate in the preparation and administration of large and complex budgets.
- Interpret and apply applicable federal, state and local policies, laws and regulations.
- Oversee training and change management curriculum, deadline management, scheduling and identify target audiences.
- Maintain confidentiality of certain City information.
- Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college or university with major coursework in computer science, management information systems, municipal public administration, business administration or a closely-related field and seven (7) years of responsible experience in IT management, including three (3) years of administrative and supervisory experience.

OTHER REQUIREMENTS

Valid Texas Driver's License.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

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 essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.