

Jurisdiction: City of Ithaca
Jurisdictional Class: Competitive
Adopted: 09/07/22

DIRECTOR OF PUBLIC INFORMATION AND TECHNOLOGY

DISTINGUISHING FEATURES OF THE CLASS: This is the principal administrative position of the Department of Public Information and Technology. The Director of Public Information and Technology is responsible for planning, directing, managing and overseeing the information technology and public information functions, activities and projects of the City of Ithaca. Additionally, the Director of Public Information and Technology serves as the City Clerk for the City of Ithaca, and performs the functions and discharges the powers and duties of the City Clerk pursuant to New York State law. The Director of Public Information and Technology also acts as the City's Freedom of Information Officer and Records Management Officer. All aspects of the position are performed with a focus on diversity, equity and inclusion. The work is performed under the administrative direction of the Mayor, with considerable latitude allowed for the frequent exercise of independent initiative and judgment. General supervision is exercised over subordinate information technology and administrative support staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Information Technology

Manages, oversees and develops the City's computer systems and components, voice and data communications networks, security technologies, and archiving and retrieval technologies;
Performs long-range planning for City computer and communications acquisitions and enhancements;
Researches, develops and implements new technical solutions that are responsive to the City's objectives;
Establishes schedule for computer hardware and mobile device upgrades and replacements; ensures timely implementation of upgrades and replacements;
Develops and implement workforce training programs using in-house and outside resources for software applications, voice and data communication programs and equipment, cybersecurity , etc., including establishing a library of reference materials;
Develops and implements organizational policies and procedures for all information technology functions.

City Clerk

Attends Common Council meetings, standing committee meetings and other City meetings as assigned and records proceedings, resolutions and actions taken;
Supervises and participates in the preparation and distribution of meeting agenda and minutes;
Prepares and maintains records of all acts, local laws and proceedings of the Common Council;
Coordinates and oversees the continuous update and publishing of City Charter and Code;
Coordinates and oversees the publishing of all ordinances, local laws, notices of hearing, sale of bonds and all other legal notices;
Supervises and participates in the issuance of a variety of licenses and permits, including marriage licenses and domestic partner registrations, dog licenses, sporting licenses, bingo licenses and handicapped parking permits, and special events permits, including the preparation and maintenance of records of actions and the collection of fees therefore;
Coordinates public video access of City meetings via the City's website;
Receives, distributes and coordinates responses to Freedom of Information Law requests;
Searches for pertinent legislative actions and related material in response to inquiries from alderpersons, committees, City staff, the public and others;

TYPICAL WORK ACTIVITIES – continued:

Develops, coordinates and maintains a comprehensive records management system for all City departments and records;

Tracks continuous disposition of obsolete records in accordance with legal requirements through the adoption and use of records retention and disposition schedules.

Public Information

Coordinates media, public and community relations on behalf of the City of Ithaca;

Oversees the preparation and issuance of media releases and information about the City of Ithaca's operations and activities to the public and the media;

In consultation with other City staff, provides for the development of, and manages content for, the City of Ithaca website;

Prepares promotional campaigns, brochures and assists with video productions for the City, in cooperation with City departments.

All Functional Areas

Provides general supervision of staff, schedules and coordinates work assignments, conducts performance evaluations;

Hires, trains, develops, disciplines and terminates staff as appropriate;

Sets departmental goals and is accountable for the successful implementation of programs;

Incorporates diversity, equity and inclusion goals into all aspects of work and programs;

Prepares annual departmental budget for review by Mayor and Common Council; oversees departmental revenues and expenditures;

Prepares and submits capital project requests; oversees capital project expenditures and budgets;

Represents the City at a variety of meetings and functions, and serves as City representative as designated and appropriate.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles and practices of public administration; thorough knowledge of computer hardware, including all elements of a heterogeneous computer network system; thorough knowledge of computer and network operating systems; thorough knowledge of computer applications software, including word-processing software, spreadsheets, databases, electronic mail, internet access software, and interface programs; thorough knowledge of network security systems and cybersecurity best practices; thorough knowledge of federal, state and local laws, and recommended practices and procedures, that govern the preparation and maintenance of official records of legislative actions and proceedings; thorough knowledge of federal and state record retention schedules; thorough knowledge of federal, state and local laws governing the issuance of applicable licenses and permits; thorough knowledge of the New York State Freedom of Information Law; thorough knowledge of the organization, structure and functions of City government; thorough knowledge of business English; excellent interpersonal and oral and written communication skills; ability to plan, assign and supervise the work of subordinate personnel; ability to establish and maintain effective working relationships with others; ability to effectively communicate technical information in an easily understood manner; ability to follow complex oral and written directions; ability to integrate and address the needs of diverse groups of computer users; ability to deal effectively with the public; ability to successfully work with and serve a diverse local community; demonstrated aptitude for learning new technologies; analytical abilities; a high degree of accuracy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Possession of a Bachelor's degree in Public Administration, Business Administration, Computer Science, Information Technology, Information Systems Management, Communications or a closely related field with similar course curriculum and four (4) years of full-time paid experience, or its part-time paid equivalent, in public administration, information technology, or public information; or
- B. Possession of a Bachelor's degree and four (4) years of full-time paid experience, or its part-time paid equivalent, in the management and support of complex heterogeneous, networked computer systems.

Note: College degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education and/or U.S. Secretary of Education. If an applicant's degree was awarded by an educational institution outside the United States and its territories, the applicant must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. Applicants are responsible for payment of the required evaluation fee.

SPECIAL REQUIREMENT:

Must hold the Office of Notary Public at time of appointment or must obtain the Office of Notary Public within one year of appointment as specified by the New York State Department of State.