



CITY OF BROOKSVILLE
JOB DESCRIPTION

POSITION TITLE: Information Technology Director
DEPARTMENT: Information Technology
DIVISION:
SUPERVISED BY: City Manager

JOB SUMMARY/OVERVIEW OF THE POSITION: The IT Director is responsible for managing all IT operations for the City, including network and system support, client services, application services, desktop support, and telecommunications management. This position establishes objectives, programs, work plans, and standards to achieve departmental goals in alignment with the City Manager's strategic vision. The IT Director plans, coordinates, directs, and supervises IT activities, including the implementation, deployment, and maintenance of technology systems. In conjunction with the IT management team, the Director develops and executes the City's technology strategy to meet current and future needs. Reports directly to the City Manager. This position is designated as essential personnel and will be required to work during emergency operations, including severe weather events and natural disasters. Employees must participate in emergency preparedness and response activities, and complete required NIMS (National Incident Management System) training as directed.

ESSENTIAL JOB FUNCTIONS:

- Directs, coordinates, and reviews work for IT staff; assigns tasks and monitors workflow.
- Serves as a liaison to IT service providers, vendors, and city customers.
- Develops strategic initiatives and plans for future technology projects in collaboration with the IT management team.
- Ensures compliance with applicable laws, regulations, and City policies; follows direction from the City Manager.
- Maintains inventory of all IT equipment, software, and licenses.
- Recommends desktop hardware and software upgrades and ensures standardization and compatibility across the City.
- Provides training on software usage and IT procedures.
- Develops the annual IT budget, monitors performance, and prepares reports comparing actual results to planned objectives.
- Manages the City Help Desk and vendor contracts.
- Oversees special IT projects as assigned by the City Manager.
- Assists in developing backup and disaster recovery plans and maintains the security and privacy of information systems.
- Conducts system audits to evaluate hardware, software, communications components, and user training effectiveness.

KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent oral and written communication skills.
- Strong customer service orientation.
- Knowledge of Windows operating systems, desktop hardware, software, and peripherals.
- Technical proficiency in troubleshooting OS, network, and application issues.
- Knowledge of voice technologies and IT solutions.

- Ability to analyze, troubleshoot, and resolve issues across desktop, LAN, WAN, and internet environments.

MINIMUM REQUIREMENTS LISTED AS FOLLOWS:

PHYSICAL SKILLS: Use of both hands with majority of fingers in each hand. 20/40 vision (in at least one eye), and be able to hear and understand and verbally communicate in English at normal conversational levels in a typical governmental office (corrective devices acceptable). Occasional light lifting and/or carrying, bending, stooping, working, standing and pulling. Must be able to easily carry (20) lbs.

EDUCATION, TRAINING AND EXPERIENCE:

- Bachelor’s degree in Computer Science or related field from an accredited college or university.
- Minimum of eight (8) years of experience in computer systems configuration, analysis, or engineering, including experience with data communications, wireless systems, email, and voice messaging.
- Any combination of education and experience that provides a minimum of eight (8) years of relevant IT experience.

Licenses/Certifications: Valid Florida Driver License.

***ADA STATEMENT:** A qualified employee or applicant with a disability may be afforded a reasonable accommodation to perform the essential job functions of a position in compliance with the Americans with Disabilities Act.*

***DRUG-FREE WORKPLACE:** City of Brooksville is a drug-free workplace in accordance with Federal and Florida law.*

***VETERANS' PREFERENCE:** Under Section 295.07, F.S., Chapter SSA-7, City of Brooksville provides to Veterans, that preference in appointment will be given to preference-eligible applicants.*

HR INFORMATION

REVISION DATE: 10/2025

FLSA STATUS: Exempt

PAY GRADE: SEE CURRENT PAY GRADE SCALE