

TOWN OF NORTHBOROUGH
JOB DESCRIPTION

JOB TITLE:	Assistant M.I.S./G.I.S. Director	DATE:	March 2007
DEPARTMENT:	M.I.S./G.I.S.	GRADE:	F
REPORTS TO:	M.I.S./G.I.S. Director		

SUMMARY

Responsible for managing the Town's information technology and systems, including web site design and maintenance. Responsible for the day-to-day end user support and help desk issues.

ESSENTIAL FUNCTIONS

Responsible for the day-to-day operation of Town computer systems. Responsible for the support of end-users, help desk functions and end-user training.

Maintains access to the network resources and undertakes software updates and corrections.

Act as a technical expert to assist Town employees with complex desktop computer hardware and software problems. Prepares training courses and provides user support and training in the use of available hardware, software, and utilities.

Research and maintain knowledge of current network computing technologies to ensure the Town's awareness of state-of-the-art software and hardware. Assist the MIS/GIS Director with planning for future acquisitions and upgrades to equipment and software.

Responsible for the operation and management of Internet or intranet web site including the creation, updating and maintenance of the Town's website and web presence.

Install and test new software, make software available to appropriate users; ensure anti-virus software is installed, kept up to date and working properly on all stations; set up and maintain user e-mail accounts

Maintains the network's physical and logical structures, including all network connections.

Conducts product evaluations of upgraded or new hardware and software identifying strengths, weaknesses, and potential benefits to the Town.

Performs routine backups and archival of files stored on the network to assist in recovery efforts.

Assists in maintaining the operating system and security software utilized on the network, including the addition of new users to the network and establishment of rights and privileges.

Assists in maintaining the local area network or wide area network, cable and hub installations, inventories, and other related duties including the development and maintenance of user accounts, print queues, storage requirements and bandwidth needs.

Develop protocols and implement security measures to protect the Town's networks against viruses, intrusion, and other potential hazards. Establish disaster recovery plans.

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Develop applications, as needed.

Research hardware/software developments and trends. Recommend information technology purchases to the MIS/GIS Director. Coordinate licensing of software and the identification of hardware assets.

Assist with the design, testing and use of the Town's web-based Geographic Information Systems (GIS) applications.

Provide technical assistance with the use of the GIS. Create maps for end users. Assist with troubleshooting map output, plotting and creation of export files.

Install and support ArcGIS installations and linkages between the Town's CAMA, MUNIS and GIS systems.

Train staff in the use of GIS software features, system capabilities, and the overall use of the system.

Performs other position-related duties, as assigned.

QUALIFICATIONS

Minimum Training and Experience

Requires a minimum of a Bachelor's degree in computer science or related field and 5 to 7 years of job-related experience; or any equivalent combination of education and experience.

Requires valid Class D motor vehicle license.

Minimum Knowledge, Skills and Abilities

Requires thorough knowledge of contemporary information technology and business systems.

Experience with municipal financial software, networks and operating systems, and a wide variety of databases and software packages for word processing, recordkeeping, GIS, data management, forecasting and projections, report writing, fiber optic communications, security.

Effective customer service and communication skills are required to address employees, vendors, public officials. Contacts require courtesy, tact and diplomacy to resolve issues. Ability to translate complex technical issues into easy-to-understand language. Confidentiality is required when dealing with Town financial data, personnel records, fire/police logs, etc.

Knowledge Proficiency

In order to be considered proficient in the position, the employee must demonstrate:

- thorough knowledge of local and wide area networking, personal computers, operating systems and GIS
- thorough knowledge of servers and workstations, office applications (word processing, spreadsheets, and databases) and Internet,
- proficiency in industry standard data management techniques, protection, disaster recovery and developments,
- familiarity with web design and maintenance,
- basic knowledge of the functions, practices and routines of all Town departments,
- basic understanding of federal and State laws and Town by-laws that pertain to privacy, communication and information access.

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Tools and Equipment Used

The employee is required to use a personal computer, network system hardware, computer testing equipment and general office equipment. The employee is required to operate a Class D motor vehicle to visit various town sites, and attend meetings.

Physical Demands

The physical demands listed are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job. While performing the duties of this job, the employee is required to talk, hear, stand, sit, walk, and drive a motor vehicle. Occasionally requires the ability to lift and carry objects over 60 pounds.

The employee must have good vision to drive a vehicle, review maps and layouts, code and instrumentation. Requires the ability to distinguish color. Requires manual dexterity in combination with eye-hand coordination for keyboard input, data entry, and computer-aided design.

Work Environment

The work environment characteristics described here are representative of those that the employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job. Work is performed predominantly at a computer workstation in an office setting. May require working offsite in other Town office settings.

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Specific Computer Skills

Word Processing
Spreadsheets
Databases
e-mail
Windows Server/Desktop Operating Systems
UNIX Operating Systems
CISCO InterNetwork Operating Ssystems
Desktop Publishing
Telnet
Internet Access
Internet Management
Web Publishing
Network Management
GIS (Geographic Information Systems)
CAD (Computer Aided Design)
Report Writing
Permitting
GPS (Global Positioning Systems)
Payroll
MUNIS (General Ledger, Property Tax, Utility Billing, etc)
CAMA (Computer Aided Mass Appraisal)
Network Security
Anti-Virus Administration