

**Town of Natick  
Job Description**

<b>Position Title:</b>	Communications/ Information Officer	<b>Grade Level:</b>	3
<b>Department</b>	Information Technology	<b>FLSA Status</b>	Exempt
<b>Reports to:</b>	Deputy Town Administrator/ Operations and Town Administrator		

**Statement of Duties:** Administrative, technical and supervisory work in developing and initiating information technology initiatives in support of the city's operations. Employee is required to perform all similar or related duties.

**Supervision Required:** The employee serves under the administrative direction of the Town Administrator in accordance with municipal goals and objectives; the employee establishes short and long -range plans and objectives, performance standards and assumes direct accountability for department results. Consults with the Town Administrator where clarification, interpretation, or exception to city policy may be required. The employee is responsible for the development of departmental policies, goals, objectives and budgets. The employee is expected to resolve all conflicts, which arise and coordinate with others as necessary.

**Supervisory Responsibility:** The employee is responsible for analyzing program objectives, determining the various work operations needed to achieve them, estimating the financial and staff resources required, allocating the available funds and staff, reporting periodically on the achievement and status of the program objective; and recommending new goals. The employee typically formulates or recommends program goals and develops plans for achieving short and long-range objectives; determines organizational structure operating guidelines and work operations; formulates, prepares and defends budget and manpower requests and accounts for effective use of funds and staff provided; coordinates program efforts within the unit and with other departments; delegates authority to subordinate supervisors and holds them responsible for the performance of their unit's work; reviews work in terms of accomplishment of program objectives and progress reports, approves standards establishing quality and quantity of work; and assists or oversees the personnel function, including recommending hiring, training, and disciplining of employees.

**Accountability:** The nature of the professional or technical work means that errors in analysis, techniques or recommendations would probably be difficult to detect. Consequences of errors, missed deadlines or poor judgment could result in excessive costs, adverse public relations, personal injury, monetary loss, delay of service delivery, or legal repercussions to the Town.

**Judgment:** Guidelines only provide limited guidance for performing the work. They may be in the form of administrative or organizational policies, general principals, legislation or directives that pertain to a specific department or functional area. Extensive Judgment and ingenuity are required to develop new or adapt existing methods and approaches for accomplishing objectives or to deal with new or unusual requirements within the limits of the guidelines or policies. The

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employee is recognized as the department or functional area's authority in interpreting the guidelines, in determining how they should be applied, and in developing operating policies.

**Complexity:** Work consists of employing many different concepts, theories, principles, techniques, and practices relating to an administrative field. Assignments typically concern such matters as studying trends in the field for application to the work; assessing services and recommending improvements; planning long range projects; devising new techniques for application to the work, recommending policies, standards or criteria.

**Confidentiality:** Employee has access to confidential information including client and department records.

**Work Environment:** The work environment involves everyday discomforts typical of offices, with occasional exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Employee may be required to work beyond normal business hours to attend evening meetings.

**Nature and Purpose of Contacts:** Position interacts with co-workers, the public to explain or interpret procedures or guidelines, plan or coordinate work, or resolve problems. More than ordinary courtesy, tact, and diplomacy may be required to resolve complaints or deal with hostile or uncooperative persons. Employee may furnish news media with routine information such as meeting agendas, departmental procedures, upcoming events etc.

**Occupational Risks:** Duties generally do not present occupational risk with only occasional exposure to risk or stress. Minor injury could occur, however, through employee failure to properly follow safety precautions or procedures. Examples of injury include minor bruises from falls, minor cuts or burns, or minor muscular strains from lifting or carrying equipment or materials. Employee must work with electrical equipment and mobile equipment in various locations.

### **Essential Functions:**

*The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

- Provides vision and leadership in the development and implementation of information technology initiatives.
- Responsible for the planning and implementation of enterprise IT systems in support of municipal operations.
- Oversees all aspects of the Town's information technology systems.

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- Coordinates and conducts training and information sessions for individuals and groups on the proper application of information technology.
- Prepares and administers an annual operating and capital budget.

### **Recommended Minimum Qualifications:**

**Education and Experience:** or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- Bachelor's degree in business or a closely related field and five to seven-(5-7) years of related experience in the provision of information technology systems; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

### **Knowledge, Abilities and Skill**

#### Knowledge:

- Working knowledge of information technology and information systems.
- Knowledge of municipal operations and services.
- Working knowledge of tools that exist to help manage, locate and disseminate information

#### Abilities:

- Ability to meet and work with and train employees regarding the use of information technology
- Ability to handle problems effectively in response to day-to-day crises
- Ability to communicate clearly, both orally and in writing; ability to operate a computer
- Ability to work independently
- Ability to maintain, manage, and organize records
- Ability to deal appropriately with Town employees, Town officials and the public.

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- Proficiency in regards to the effective usage of a wide variety of information technology systems.
- Must be able to trouble shoot information technology equipment and systems and perform routine maintenance and repairs.

**Skill:**

- Excellent organizational skills
- Excellent skill in the information technology and related hardware, web-based applications, and all work-related software applications.
- Excellent conceptual, analytical, verbal and written communication skills

**Physical and Mental Requirements**

*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 position's essential functions.*

**Physical Skills:**

- Work requires some agility and physical strength, such as setting up and breaking down of film sets and equipment, or standing for extended periods of time.
- Occasionally, work may require lifting objects and carrying them (up to 30 lbs. *or more*).

**Motor Skills:**

- Duties require minimal motor skills for activities such as moving objects, operating a personal computer and/or most other office equipment.

**Visual Skills:**

- Visual demands require constantly reading documents for general understanding and analytical purposes as well as working with computer equipment.

*This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*

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