



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	902-1300-001	Last Revised:	06/14/2013
Position Title:	Director of Information Technology	Department:	Information Technology
Reports to:	Deputy of Finance	Division:	Finance

Primary Function: The Director of Information Technology's primary responsibility is to oversee the streamlined operation of the IT department and to ensure it aligns with the business objectives of the organization. This individual's principal goals are to develop and manage application portfolios for each department and to retain all IT service level agreements for the user community within the organization.

The Director of IT will plan, coordinate, direct, and design all operational activities of the IT department, as well as provide direction and support for IT solutions that enhance mission-critical business operations. The Director of IT will work closely with decision makers in other divisions to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization.

Job Duties and Responsibilities:

- Formulate and deploy long-term strategic plans for acquiring and enabling efficient and cost-effective information processing and communication technologies.
- Manage IT department operational and strategic planning, including business requirements, project planning, and organizing and negotiating the allocation of resources.
- Where necessary, re-engineer applications support to ensure it aligns with business processes, tactical planning, and strategic vision.
- Define and communicate project milestones, service level agreements, and resource allocation to executive team, department leads, support staff, and end users.
- Develop and review budgets for IT department teams and ensure they comply with stated goals, guidelines, and objectives.
- Review performance of IT systems to determine operating costs, productivity levels, and upgrade requirements.
- Work with the Network Administrator to benchmark, analyze, report on, and make recommendations for the improvement of the IT infrastructure and IT systems.
- Authorize and oversee the deployment, monitoring, maintenance, development, and support of all hardware and software based on program needs.
- Develop business case justifications and cost/benefit analyses for IT spending and initiatives.
- Direct research on potential technology solutions and implementations in support of new initiatives, opportunities, and procurement efforts.
- Oversee provision of telecommunications services, including VOIP and multimedia services.
- Oversee provision of end-user services, including help desk and technical support services.
- Develop and implement all IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision.
- Oversee negotiations and administration of vendor, outsourcer, and consultant contracts and service agreements.
- Manage IT staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions.
- Establish and maintain regular written and in-person communications with the organization's

executives, department heads, and end users regarding pertinent IT activities.

- Serve as the data/telecommunications technical expert within the organization, advising top level management on the status of current data networking operations, new developments in technology that are mature enough to use, and implementation strategies to apply to new technologies.
- Develop policies, standards, practices, and security measures to assure effective and consistent information processing operations, and to safeguard the information resources.
- Develop and administer the department budget within budgetary guidelines to contribute to cost effective operation of the division.
- Oversee the administration of the enterprise resource planning, telecommunications, service desk and network systems.
- Oversee the planning, development, and implementation of the training program for tribal program staff.
- Supervise, train, motivate, evaluate, and counsel qualified staff to carry out departmental functions in a cost-effective manner.
- Stay abreast of rapidly changing technology and determines what future changes should be incorporated into the computer systems of the Tribe.
- Provide information and counsel to Deputy of Finance concerning optimum utilization of data processing systems to achieve short and long-term divisional goals.
- Formulate Information Technology goals based on divisional goals (i.e. departmental staffing and training, acquisition of hardware/software, etc.).
- Perform other duties as assigned.

**Education
/Experience:**

Requires a Bachelor of Science degree in Computer Science, Information Systems, or other degree along with 15 years prior experience in the technology field and progressive supervisory experience to qualify for job. Twelve to eighteen months in this position would be necessary to become proficient in most phases of the job.

Job Knowledge:

Must have a thorough understanding of policies, procedures, and guidelines of the Budget & Finance Division. Must be knowledgeable in computer science, data processing, system designs and programming, and business accounting in a governmental environment. Must have basic understanding of accounting and financial reporting and a working knowledge of specified operating systems. Requires the ability to plan, supervise, and coordinate all activities and functions of the various departments within IT. Requires an understanding of the interpersonal relationships between tribal programs and needs of system users. Must be able to collect, analyze, and draw conclusions from data in order to forecast future computer needs. Knowledge of current state-of-the-art data communications and networking technology, product, vendors, and market prices in order to conceive of an overall organizational networking architecture and a long-term plan to acquire and maintain it. Requires the ability to maintain specified records, files, and logs, and compile data to generate required documents/reports. Must have management and administrative skills. Effective communication skills both written and verbal are essential. Must have a thorough knowledge of existing hardware, systems, and programs. Most possess a valid North Carolina driver's license.

**Complexity of
Duties:**

Performs a wide variety of duties, which entail considerable judgment and creativity to define problems, and devise new and/or adapt existing methods, techniques, and procedures to meet tribal needs. Must understand all ramifications and effects of any changes to the computer systems.

**Contact with
Others:**

As a service department, this position has both internal and external contacts at all levels within the Tribe, system users, vendors, and suppliers. All contacts require tact, diplomacy, and

professional decorum.

Confidential Data:	Has access to all information on the mainframe computer (i.e. personnel files, accounts receivable and payable, all management data) which is considered highly confidential and should not be disclosed. Must adhere to all tribal confidentiality policies and procedures.
Mental /Visual /Physical Effort:	Must concentrate mentally and visually on work being performed for extended periods of time. While performing job duties, employee is required to routinely stand, walk, sit, reach with hands and arms, speak, and hear. Specific vision abilities include close vision, depth perception, and the ability to adjust focus. Position is subject to frequent interruptions requiring varied responses and deadlines.
Environment:	Work is performed in a normal office setting with frequent visits to other tribal work sites.
Extent of Supervision:	Coordinates the day-to-day technology operational functions for the Tribe, including personnel. Assists in the maintenance of an effective organization through the motivation, training, evaluation and counseling of employees.
Supervision Received:	Works under the general guidance of the Deputy, Finance. Typically only non-routine or unusual situations will be referred to supervisor. Has wide latitude for independent thinking in the attainment of goals and objectives with ideas being considered as authoritative in the field.
Responsibility for Accuracy:	Responsible for the work of the Telecommunications Department, Multi Media Systems, Desktop Support Department, Network Administration, Database Admin, Applications Development, Information Security, Server Administration, and Web Hosting. Provides information to tribal leadership on which operational or financial decisions could be based. Most errors could be detected during proofing procedures; however, undetected errors could range in severity from slight to far reaching effecting the entire tribal operations.