



**NEW BERN**

NORTH CAROLINA

*Everything comes together here*



The City of New Bern is seeking an ambitious, creative, results-driven technology visionary to serve as its next...

# Director of Information Technology



# New Bern North Carolina...

New Bern, North Carolina is a picturesque and progressive historic community uniquely situated at the confluence of the Neuse and Trent Rivers, thirty-eight miles from the Atlantic Ocean. With a diverse population of approximately 31,291 people and covering 29.84 square miles, New Bern is North Carolina's premiere historic city where its citizens enjoy a great quality of life and visitors can take a step back in time to explore and experience a culture rich in history and tradition.



Founded in 1710 by Baron Christopher de Graffenried of Bern, Switzerland, New Bern is the second oldest town in North Carolina and the first state capital. In a city rich in history, Tryon Palace Historic Sites and Gardens offers a taste of life in Colonial America. New Bern offers architectural beauty and charm of our four National Register Historic Districts, a historic revitalized downtown, and history through technology and innovation at the NC History Education Center.

New Bern is an up and coming venue for the arts and artists. Downtown has many galleries and art studios, live music, active local theatres, festivals, and special events year round.

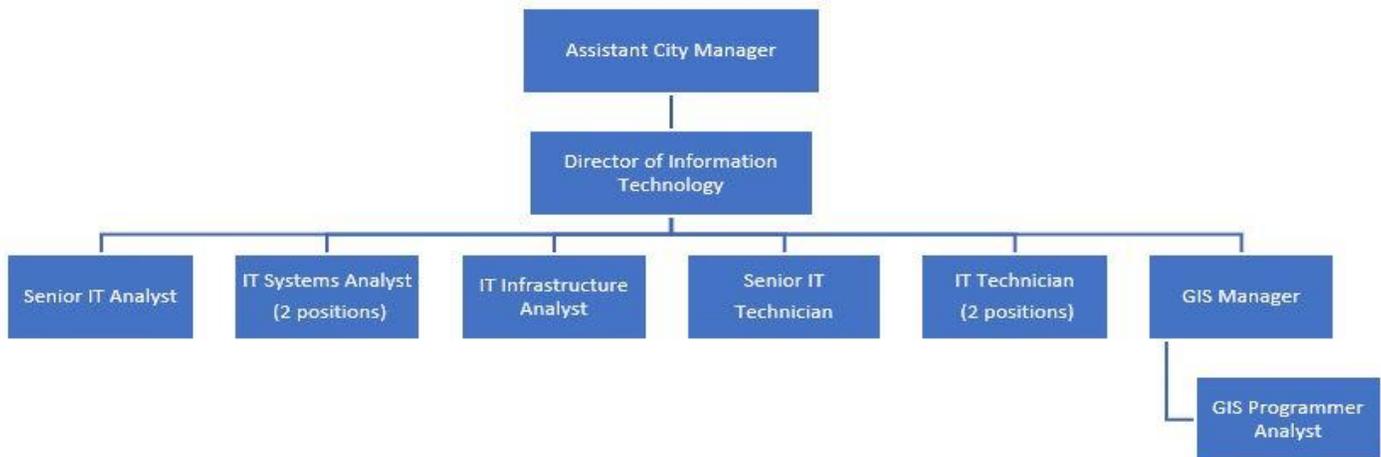
New Bern is adjacent to the Croatan National Forest which offers hiking, camping, and other outdoor activities. New Bern is conveniently located close to pristine beaches and quaint fishing villages.

New Bern continues to mix the historic past with the professionals of the 21st century, creating a delightfully pleasant community in which to work, live and play. In 2013, New Bern underwent a community branding effort. While our logo is symbolic of change, one thing remains the same: there's no place like New Bern, North Carolina – *Everything comes together here.*

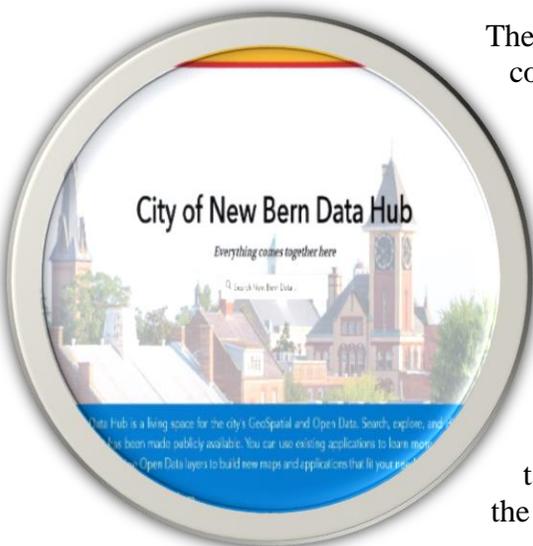
## POSITION AND ORGANIZATIONAL PROFILE

The City, operating with an annual budget of approximately \$139 million, is governed by the Mayor and six-member Board of Aldermen elected for four-year terms. Services are provided by 499 employees through nine departments. The City is operated under the Council-Manager form of government.

The City's current Director of Information Technology will be retiring in April 2023. This creates an extraordinary career opportunity for an innovative public sector technology professional who is a strong visionary and strategic leader. The Director of Information Technology will be a key member of the City of New Bern's management team which is comprised of the City Manager, Assistant City Manager and nine department heads. The Director of Information Technology will perform under the general supervision of the Assistant City Manager and will provide direction, leadership, supervision, and guidance to assigned staff. He/she will perform complex professional and administrative work planning and directing information technology and Geographic Information System (GIS) activities for the City and related work as required. The Department's annual operating budget totals approximately \$2.3 million.

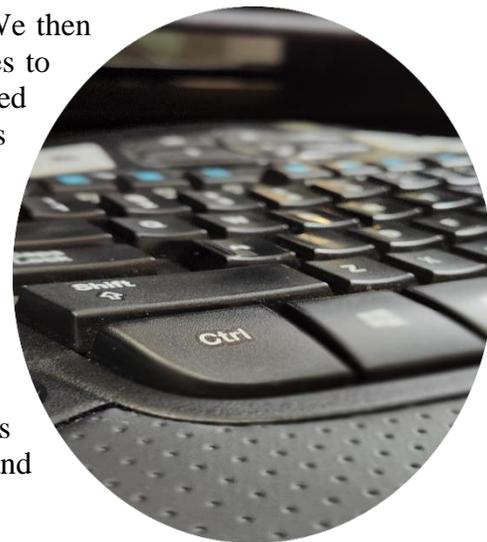


The IT Department provides a total source, single point resource for computing, networking, telephony, cybersecurity, video, and related systems for the City of New Bern. Every public service provided by the City (public safety, recreation, power & water, permits & inspections, streets, storm water management, etc.) relies heavily on our information systems. The unavailability of a critical IT system can have an immediate and severe impact on our ability to provide one or more of these services to our citizens. Cybersecurity was once the realm of a small number of skilled practitioners but now terms such as ransomware, spam and phishing and the risk that these threats present to computer systems are well known to anyone who regularly watches the news. Other threats such as equipment failures, power outages, accidental deletion of data, and even the continued use of obsolete equipment also threaten our IT systems' ability to function properly.



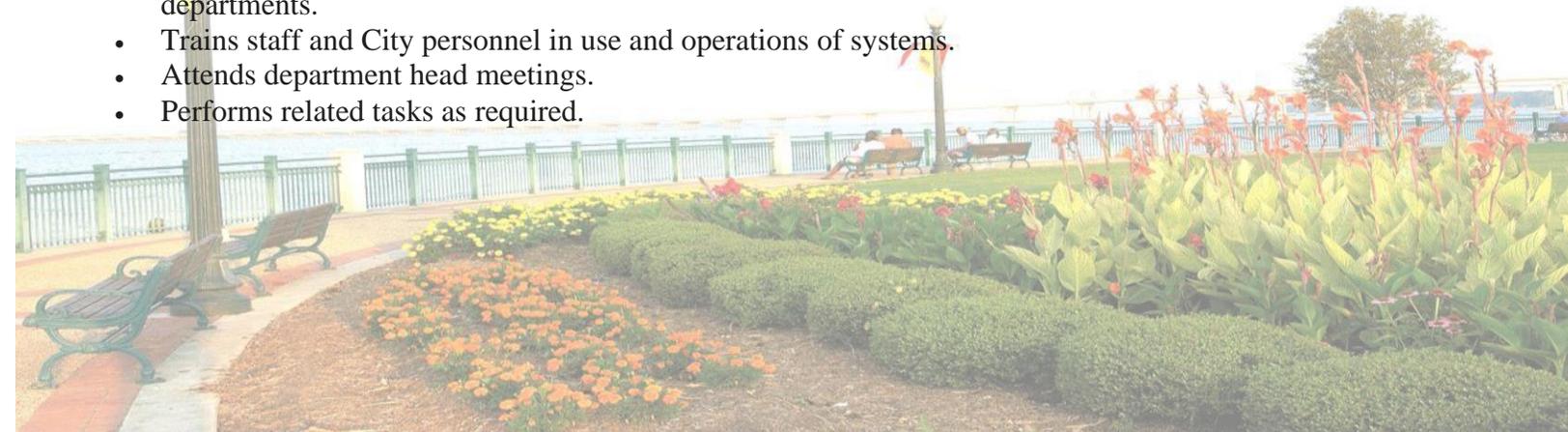
The IT Department is very proud of our track record of minimizing system compromise and unplanned outages. We are striving to maintain this record in the face of continually increasing threats staffing challenges related to the COVID 19 pandemic. One of our largest FY22 projects was the replacement of our telephone system and call center. We also completed a capacity upgrade for our data backup system, expanded our security camera and building access control network, and replaced obsolete data cabling. We continue to be heavily involved in the implementation of the City's new ERP system, supporting ongoing work on the implementation of the Utility Billing and Permits & Code Enforcement modules. All these projects were supported while our staff simultaneously provided day-to-day support for the City's existing IT systems. Even though we operate behind the scenes, we take great satisfaction in the knowledge that our work directly contributes to the quality of life for New Bern's residents, businesses, institutions, and visitors.

The IT staff works with City departments to identify emerging requirements. We then research, procure, implement, and support technologies and associated processes to address those requirements. Over the past few years, the City has experienced tremendous growth in the reliance on information technology to accomplish its mission of serving the citizens of New Bern. The IT Department has worked hard to keep pace with that growth. For example, we have been working with the Utilities Department to increase the capacity, security and supportability of the network that provides communications for the Supervisory, Control and Data Acquisition (SCADA) devices that are used to monitor and control our electric and water distribution systems. Two of our most experienced analysts have spent a combined several hundred hours working with Utilities personnel on this project over the course of FY22. This is just one of several complex technology projects that the IT Department is working on to put more capability in the hands of staff and to better secure our IT systems and the data they contain.



Director of Information Technology responsibilities include but are not limited to:

- Plans, organizes, and oversees the City's information technology systems.
- Plans, schedules, and supervises the work of assigned department personnel in the areas of personal computer and network installations, applications and systems work, and hardware repairs to computers and a variety of peripheral equipment; performs annual evaluations on department personnel.
- Troubleshoots problems with software and hardware; corrects problems by modifying programs, system parameters, or hardware configuration; maintains contact with software providers to resolve problems.
- Manages the development and implementation of goals, objectives, policies, priorities, and budgets for Department.
- Develops long range plans for technical architecture, including cost estimates.
- Maintains responsibility for all data files received, processed, produced, and stored.
- Develops, maintains, and updates the City's information systems policies to reflect current technology and practices.
- Chairs the IT Governance Team.
- Responsible for delivering a high level of customer service to city employees.
- Defines the network and computer operations control procedures, security, and enforcement methods.
- Performs continual evaluation of current systems abilities to meet City-wide and departmental needs.
- Plans long range needs for City's information management needs; researches and recommends hardware and software needs for a variety of City departments; prepares requests for proposals; provides vendors, specifications, and analysis of proposals, installation and conversion coordination and support.
- Works with user departments, assists in the design, development, and implementation of projects.
- Develops and coordinates the equipment maintenance and data backup schedules, policies, and procedures.
- Prepares and manages department budget; provides pricing and equipment recommendations to all departments.
- Trains staff and City personnel in use and operations of systems.
- Attends department head meetings.
- Performs related tasks as required.



## CANDIDATE PROFILE

The successful candidate will be a technology visionary and a management professional with proven experience fostering teamwork and articulating clear direction. He/she must possess thorough knowledge of the operation, maintenance and capabilities of computer and networking equipment; methods, principles, and practices used in scheduling computer operations; and providing required control and security of data input and output. The ideal candidate will have a proven record of identifying, analyzing, proposing, and implementing solutions to operational issues. He/she must possess the ability to enhance the organization's current applications and make recommendations for future tools, systems, and apps to drive continuous improvement and productivity. He/she will collaborate and partner closely with City officials, associates, and the general public to provide them with their IT/GIS requirements, needs and preferences. He/she will also need to be able to proactively address the most recent security risks, technological, legal, and regulatory developments, and advise on how those developments affect enterprise systems. The successful candidate must be able to prepare recommendations to mitigate any effects. He/she must possess the ability to communicate complex ideas, both orally and in writing, while preparing and presenting detailed reports. The desired candidate should also have the ability to supervise and manage a department that provides efficient and effective customer service in a user-friendly manner.

## COMPENSATION AND BENEFITS

The salary range for this position is \$93,880 to \$152,789. Placement within this range will depend upon the successful candidate's qualifications and experience. The City provides a comprehensive benefits package.



## POSITION REQUIREMENTS

Requirements for this position include any combination of education and experience equivalent to graduation from an accredited college or university with major course work in computer science or related field and considerable experience in computer operations management, systems design and development including considerable supervisory experience.

## APPLICATION AND SELECTION PROCESS

If interested, qualified candidates may apply by visiting [City of New Bern Career Opportunities](#). Please attach your letter of interest and resume to your completed application. The position is open until filled.

The City of New Bern is firmly committed to the principles of Equal Opportunity for all.

