IT Coordinator

The Town of Cape Elizabeth is seeking a highly motivated and experienced IT Coordinator to lead and oversee all municipal information technology operations. This position will also play a key role in fostering collaboration and ensuring seamless integration of IT infrastructure in the Cape Elizabeth schools as part of a one-town-concept with a single Technology Department serving all town departments, including the school department. Our network and systems infrastructure include Windows, Mac, and Linux with server, virtualization, and MDM utilization along with VOIP infrastructure.

This is a new position and as such, both job and budgetary responsibilities may change over time.

Responsibilities:

- Leadership and Vision:
    - Develop and implement a comprehensive IT strategy aligned with the municipality's overall goals.
    - Share vision and goals with town and school leadership teams.
    - Fulfill the responsibilities of a department head for the town.
    - Provide strategic direction and leadership for the IT department, fostering a culture of innovation and continuous improvement.
    - Oversee IT technical staff, including recruitment, training, and performance management.
    - Collaborate with the Director of Educational Technology, to provide feedback and complete staff evaluations.
    - Strong understanding of current and emerging IT trends and technologies.
- Educational Technology Collaboration:
    - Collaborate with the Director of Educational Technology to develop a cohesive technology vision for both the municipality and the school department.
    - Identify opportunities to leverage technology to enhance municipal services and educational experiences.
    - Ensure seamless integration between municipal and educational technology infrastructure and applications.
- Infrastructure Management:
    - Ensure the efficient and reliable operation of all municipal IT infrastructure, including networks, servers, desktops, applications, phones and other communication equipment.
    - Manage and oversee an annual IT budget, ensuring efficient resource allocation and cost control.
    - Work with the Director of Educational Technology on needed school budgetary infrastructure needs.
    - Coordinate with the Public Communications Coordinator for servers and systems that are required. Help maintain the camera recording software, sound and presentation systems, and remote connection devices. Help maintain web and communication software.
- Project Management:
    - Manage and lead IT projects on time and within budget, including system implementations, upgrades, and migrations.
    - Conduct thorough needs assessments and develop comprehensive project plans.

- Collaborate with other departments and stakeholders within the municipal government and educational institutions to identify technology needs, prioritize projects, and implement solutions that meet the requirements of all parties involved.
    - Oversee project execution and manage risks and dependencies.
- Systems Administration:
    - Manage the administration and support of enterprise software systems, including email, financial and collaboration tools, to optimize efficiency and productivity.
    - Manage the administration and support of the enterprise network across firewalls, switches, wifi, VPN, fiber, and ethernet networks.
    - Knowledge of relevant laws, regulations, and compliance requirements related to information technology and educational technology.
- Cybersecurity:
    - In collaboration with the Directory of Educational Technology:
        - Develop, implement, monitor, continually improve and enforce cybersecurity policies and procedures to safeguard municipal and educational data and systems from unauthorized access, breaches, and cyber threats.
        - Develop, implement, monitor, continually improve disaster recovery, business continuity and incident response plans.
- Communication and Advocacy:
    - Effectively communicate complex technical information to both technical and non-technical audiences.
    - Advocate for the strategic use of technology within the municipality and the school department.
    - Maintain positive relationships with key stakeholders, including department heads and elected officials.
    - Inform and support the community about changes with the town and school's technology use.
- Perform other duties as assigned by the Town Council or town manager.

Qualifications:

- Bachelor's degree in Computer Science, Information Technology, or a related field (Master's degree preferred), or equivalent experience.
- Experience in leading IT activities or projects.
- Experience in IT infrastructure management, including networking, security, and systems administration.
- Excellent communication, collaboration, and interpersonal skills.
- Ability to manage multiple priorities and work effectively under pressure.
- Strong leadership and management skills, with the ability to motivate and inspire teams to achieve excellence.
- Experience working with the public sector and/or educational institutions is a plus.
- Maine State background and fingerprinting will be required if successful.
- CJIS certification and criminal background check will be required if successful.

Interested applicants should apply with a personal resume and cover letter on or before Thursday, August 29, 2024 to Tammy.Buchanan@capeelizabeth.org.

The Town of Cape Elizabeth offers a competitive wage and benefits package, which includes: health/dental/vision insurance coverage, retirement plan, holidays, vacation time, and more.
The Town of Cape Elizabeth is an Equal Opportunity Employer.