

**VERMONT HOUSING FINANCE AGENCY
JOB DESCRIPTION**

JOB TITLE:	DIRECTOR OF INFORMATION TECHNOLOGY	Date Created:	March 6, 2000
Reports To:	Director of HR & Administration	Date Reviewed:	June 11, 2013
Job Grade:	26	Date Revised:	May 13, 2019

SUMMARY OF POSITION:

Responsible for managing all aspects of the Agency's Information Technology (IT) needs and department. A proven leader who is a trusted partner and strategic advisor to the Agency's business units and Executive Management team. An innovative, creative thinker who is able to clearly communicate Agency-wide, and concurrently prioritize and manage large and small projects involving information technology and/or software implementation.

SPECIFIC RESPONSIBILITIES:

1. Responsible for all aspects of the Agency's computer network, hardware and software. This includes ensuring data integrity of the Agency's core business application, system security - both internal and external, maintain internet connectivity, and support desktops, servers, peripherals, etc.
2. Hire, supervise and evaluate the performance of the IT staff. Provide guidance and counsel as needed, as well as advocate for their needs. Plan and participate in their professional development.
3. Act as a trusted advisor and clear communicator on all IT matters within the Agency. Strive to understand the IT needs of the business units. Serve as a resource to department leaders. Incorporate a realistic sense of urgency and understanding while assisting them in utilizing IT to meet Agency goals.
4. Ensure end-user and Agency needs are met in a timely and efficient manner utilizing appropriate resources internal and external to the Agency. Occasional planned and unplanned night and weekend service may be required to maintain or repair network services.
5. Manage all IT-related projects by planning for anticipated needs and outcomes; coordinate vendors, resources and staff; ensure complete follow through and testing as well as evaluation of the process.
6. Responsible for the design and testing of the Agency's IT disaster recovery process. A successful test of the procedure is to be completed at least every six months and the current plan is to be well documented at all times.
7. Responsible for managing and maintaining all Agency-supported websites.
8. Establish and maintain positive working relationships with VHFA partners (lenders, non-profits, software vendors, etc.) regarding any technology issues (e.g. electronic data transfer, internet, access to VHFA electronic files, etc.).
9. Propose, identify, select and utilize outside vendors and consultants to provide solutions and opportunities for access to technology and systems which are otherwise unavailable to the Agency. Implement vendor management best practices and participate in contract negotiations.

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10. Supervise administration of the helpdesk application which tracks all computer related problems reported by VHFA staff as well as hardware and software inventory. Analyze VHFA's needs and responsiveness and adjust staffing and technology accordingly.
11. Actively pursue knowledge of emerging information technology that would benefit VHFA's operations.
12. Provide support to VHFA staff on various database applications, report writers and the core software application, as required. Encourage and enable business units to develop expertise in the software programs they use.
13. Ensure that all IT processes/procedures are documented and updated as needed.
14. Responsible for the development and monitoring of the IT budget. Make recommendations to Executive Management for purchasing new technology, equipment upgrades, and Agency computer training requirements.
15. Perform duties of other IT staff in their absence.
16. Perform additional duties as assigned.

SUPERVISES: SQL Server and Report Writer and Analyst, System Analyst/Network Administrator, Web Developer and IT Interns.

EDUCATION REQUIREMENTS:

- ◆ Bachelor's Degree in Computer Science, Management Information Systems, Information Technology or similar field, Microsoft Certifications, or equivalent work experience

JOB KNOWLEDGE AND EXPERIENCE:

- ◆ Eight years' experience in a progressively more responsible IT position required.
- ◆ At least two years' experience supervising IT staff required.
- ◆ Experience in network administration, including VMWare and Microsoft cloud applications.
- ◆ Knowledge and experience in all aspects of cybersecurity including, but not limited to viruses, firewalls, spyware, phishing and spam filtering.
- ◆ Advanced computer knowledge of Microsoft Office Products and Microsoft SQL Server Reporting Services (SSRS).
- ◆ Strong background in database structures, network architecture, Microsoft Server and Desktop Operating Systems, as well as virtual server environments.
- ◆ Experience working with Microsoft cloud solutions.
- ◆ Experience with software development and implementation including version control, configuration management, and data conversion.

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- ◆ Basic knowledge of accounting and/or mortgage banking is desirable.

GENERAL JOB QUALIFICATIONS:

- ◆ Strong communication skills including public speaking and excellent written and verbal skills.
- ◆ Ability to work effectively with end users.
- ◆ Ability to work with a minimum of direct supervision.
- ◆ Strong project management skills with the ability to manage multiple projects simultaneously.
- ◆ Must be highly organized, able to set priorities, meet deadlines, and fulfill end users' requests in a positive and timely manner.
- ◆ Work well independently and as a team member.

ACKNOWLEDGMENT

I have read the above job description. I understand the duties and responsibilities of the position.

Print or type your name: _____

Sign your name: _____

Date: _____