

DIRECTOR OF INFORMATION TECHNOLOGY, GEOGRAPHIC INFORMATION SYSTEMS AND PUBLIC WORKS

General Statement of Duties

Performs difficult professional, technical, and administrative work planning, organizing, and directing a variety of information technology, geographic information services, and public works and public utilities activities including: water and sewer line construction and maintenance; water distribution and wastewater collection; electric distribution; property maintenance; fleet maintenance; and street maintenance and repair.

Distinguishing Features of the Class

An employee in this class plans, directs, and performs comprehensive leadership and operational support across the municipality's infrastructure, technology, and data systems. This position provides unified oversight of public works operations, information technology services, and geographic information systems to ensure efficient, secure, and data-driven delivery of essential municipal services.

In the public works capacity, the position oversees roadway maintenance, public water distribution, wastewater collection and treatment, stormwater systems, and facility and grounds maintenance. Responsibilities include managing staff and contractors; overseeing maintenance activities and capital improvement projects; ensuring compliance with applicable local, state, and federal regulations; administering departmental budgets; and advising executive leadership and elected officials on infrastructure needs and priorities.

In the information technology capacity, the position serves as the municipality's primary authority for IT systems and cybersecurity. Responsibilities include providing direct technical support to staff; managing networks, servers, cloud-based systems, user accounts, backups, and disaster recovery; overseeing cybersecurity practices and incident response; developing IT policies and budgets; coordinating vendors and service providers; and advising leadership on technology risks, investments, and modernization strategies.

In the geographic information systems capacity, the position develops, maintains, and analyzes geospatial data to support infrastructure management, planning, and decision-making. Responsibilities include maintaining GIS databases; producing maps, spatial analyses, and reports; supporting asset management and regulatory reporting; assisting with field data collection and system integrations; and ensuring GIS standards and data accuracy across departments. This position serves as a key advisor to executive leadership and elected officials, translating complex technical, operational, and data-driven information into clear recommendations that balance service delivery, fiscal responsibility, regulatory compliance, and long-term planning. The ideal candidate demonstrates exceptional versatility, strong leadership, technical proficiency across infrastructure, IT, and GIS systems, sound fiscal management skills, and the ability to prioritize competing operational demands while maintaining accountability, transparency, and public trust.

The Director of Information Technology, Geographic Information Services and Public Works reports directly to the Assistant Town Manager, is a senior executive-level position responsible for the strategic leadership, operational management, and technical oversight of the Town's information technology systems and public infrastructure. This position integrates enterprise IT architecture with municipal public works operations to ensure reliable service delivery, long-term capital planning, and organizational efficiency. The Director provides direct oversight of water, sewer, electric, stormwater, streets, and capital construction functions while simultaneously managing the Town's IT infrastructure, cybersecurity posture, GIS platform, and technology

lifecycle.

This role requires a highly experienced professional with deep technical expertise, strong supervisory capability, and a comprehensive understanding of municipal operations, infrastructure systems, and enterprise-level technology environments.

Duties and Responsibilities

Essential Duties and Tasks

Strategic Leadership and Administration

Provides executive leadership and direction for both Public Works and Information Technology, ensuring alignment with Town Board priorities and the Town Manager's strategic objectives.

Develops and implements long-range operational, capital improvement, and technology master plans.

Establishes performance metrics, service standards, and accountability systems across all assigned areas.

Prepares and presents technical, operational, and financial reports to the Town Manager, Board of Commissioners, and external stakeholders.

Leads organizational modernization efforts by integrating technology into municipal service delivery and infrastructure management.

Information Technology Systems Management

Oversees the design, implementation, and maintenance of enterprise IT infrastructure, including on-premises servers, hybrid/cloud environments, networking systems, and telecommunications.

Directly manages server architecture, including configuration, deployment, monitoring, redundancy, and disaster recovery systems.

Ensures system reliability, uptime, and performance through proactive monitoring, diagnostics, and maintenance protocols.

Administers enterprise software platforms, including financial systems, utility billing, asset management systems, and permitting platforms.

Establishes and enforces cybersecurity policies, risk mitigation strategies, and incident response protocols consistent with best practices and regulatory standards.

Manages vendor relationships, contracts, and service level agreements (SLAs) for IT services, ensuring cost control and performance accountability.

Leads the transition from outsourced IT services to internalized infrastructure and support models where appropriate.

Technology Lifecycle and Budget Management

Develops and manages comprehensive IT budgets, including capital and operating expenditures.

Implements lifecycle replacement programs for hardware, software, network infrastructure, and enterprise systems to ensure reliability and cost efficiency.

Conducts cost-benefit analyses and total cost of ownership evaluations for all major technology investments.

Identifies funding strategies, including grants and financing mechanisms, to support technology and infrastructure upgrades.

Aligns IT investments with operational priorities, risk management, and long-term sustainability goals.

GIS and Data Systems Management

Leads the development, implementation, and expansion of the Town's Geographic Information Systems (GIS) using ESRI platforms.

Oversees GIS data collection, field integration, mapping, spatial analysis, and application development across all departments.

Develops and maintains enterprise GIS layers for water, sewer, electric, stormwater, transportation, zoning, and asset management.

Integrates GIS with asset management systems, work order systems, and capital planning tools to support data-driven decision-making.

Supervises GIS field operations, including GPS data collection, verification, and system updates.

Promotes the use of GIS analytics to improve operational efficiency, infrastructure planning, and public transparency.

Public Works Operations Management

Directs all Public Works operations, including water distribution, wastewater collection and treatment, stormwater systems, streets, fleet management, and facilities maintenance.

Ensures compliance with all federal, state, and local regulations, including environmental and public health standards.

Develops operational plans, preventive maintenance programs, and asset management strategies for all infrastructure systems.

Oversees emergency response operations related to infrastructure failures, weather events, and system disruptions.

Establishes and enforces safety programs, training standards, and regulatory compliance for all Public Works personnel.

Capital Infrastructure Planning and Construction

In direct support of the Town Project Manager, assists in the planning, prioritization, and management of the Town's Capital Improvement Program (CIP) for water, sewer, electricity, stormwater, transportation, and facilities projects.

Assists in the design, engineering, procurement, and construction of infrastructure projects, ensuring adherence to budget, schedule, and quality standards.

Coordinates with engineers, contractors, developers, and regulatory agencies on complex infrastructure projects.

Evaluates system capacity, growth projections, and infrastructure demands to support economic development and community expansion.

Provides technical expertise on development reviews, utility extensions, and infrastructure agreements.

Personnel and Organizational Management

Supervises and evaluates department staff, including division managers, technical personnel, and field crews.

Establishes clear expectations, performance standards, and professional development pathways.

Addresses organizational inefficiencies, workforce alignment, and operational gaps through strategic staffing and restructuring as needed.

Fosters a culture of accountability, professionalism, and continuous improvement.

Financial Oversight and Fiscal Management

Prepares and administers departmental budgets, including operating and capital expenditures.

Monitors financial performance, identifies cost-saving opportunities, and ensures fiscal discipline.

Assists in the development rate and fee analyses related to utility services and infrastructure sustainability.

Supports grant applications, financial reporting, and compliance with funding requirements.

Additional Job Duties

Performs other duties as assigned.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Advanced knowledge of enterprise IT systems, server architecture, networking, and cybersecurity frameworks.

Strong understanding of municipal infrastructure systems, including utility operations and regulatory requirements.

High proficiency in GIS and ESRI platforms, including field applications and spatial analysis.

Ability to integrate technology solutions with operational and infrastructure needs.

Strong financial acumen, including budgeting, forecasting, and lifecycle cost analysis.

Exceptional leadership, organizational, and decision-making skills.

Ability to communicate complex technical information clearly to elected officials, staff, and the public.

Physical Requirements

Must be able to perform the physical life functions of climbing, stooping, kneeling, reaching, standing, walking, pushing, pulling, lifting, grasping, talking, hearing and repetitive motions.

Must be able to perform light work exerting up to 20 pounds of force occasionally; up to 10 pounds of force frequently and/or constantly.

Must possess visual acuity to produce and review written reports and records including mathematical calculations, analyze data, and to read maps, schematic drawings and plans.

Desirable Education and Experience

Preferred at least 10 years of progressively responsible experience in municipal government, including significant leadership experience in both Information Technology and Public Works or closely related infrastructure systems.

Demonstrated experience managing enterprise IT systems, including server infrastructure, networking, and cybersecurity.

Extensive experience in municipal public works operations, including water, sewer, stormwater, and capital project delivery.

Proven experience in budget development, capital planning, and organizational leadership.

Special Requirement

Possession of a valid North Carolina driver's license.