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| **Position:** | **Assistant Director, Development** |
| **Department:** | **Technology Services** |
| **Starting Salary Range:** | **S: $99,000 - $115,000** |
| **Anticipated Start Date:** | **January, 2026** |
| **Schedule:** | **Monday, Wednesday & Thursday 8:30 a.m. to 5:00 p.m.** |
| | **Tuesday 8:30 a.m. to 7:00 p.m.** |
| | **Friday 8:30 a.m. to 12:30 p.m.** |
| | **Hours per week: 37.5** |

This is a full-time (37.5 hours per week), benefit eligible, overtime exempt position, classified as an "S" on the city's municipal employee classification plan.

*The City of Framingham is currently a 100% onsite work environment.*

- Position will remain open until filled.
- The City of Framingham's Memorial Building is located at 150 Concord Street, Framingham, and is accessible by the MBTA Commuter Rail and the MWRTA.
- The City of Framingham offers a robust benefits package and is an eligible employer for the Federal Student Aid Public Service Loan Forgiveness Program.
- We seek to hire a candidate who shares our commitment to Framingham and values civility, collegiality and working in a coordinated team environment to serve the City of Framingham.
- The City of Framingham is committed to the ongoing pursuit of strategic diversity initiatives that help to position diversity, equity, and inclusion as central to municipality and community-wide excellence in the City of Framingham.
- The City of Framingham is an Affirmative Action Equal Opportunity Employer.

The mission of the Technology Services Department is to:

- Develop and maintain efficient, cost-effective information, telephone, and network communications systems for the City of Framingham.
- Assure successful utilization and enhance productivity by providing the necessary up-time and support services to our customer base.
- Uphold the Town By-Law as it relates to Technology (Section 17).
- Provide excellence in Public Service consistent with the City's Customer Service Policy.
- Services
- The Technology Services Department aims to improve government services, the community, and the lives of employees, residents, businesses, and visitors of the City of Framingham through smart and responsive use of technology.

Programs include:

- Administration and Finance
- Database Services
- Enterprise Support (Water and Sewer Utilities)
- Management Information Systems for both School and City
- Network Services
- Public Safety
- User Services and Desktop Support
- Voice and Office Services

**Position Purpose:**
The Assistant Director, Technology Development is responsible for the analysis, design, development, implementation and support of systems that store the City's financial, personnel records, meeting management and digital documentation archive functions across all City departments. Employee is required to perform all similar or related duties.

**Essential Functions:**
*The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

1. Responsible for the design, development and implementation of individual, department and City-wide centralized databases including permits and licenses, municipal financials, meeting management and City document archival.
2. Analyzes individual, department and City-wide database management needs working with users, committees and vendors to improve the effectiveness of database management.
3. Prepares schedules, prioritizes actions and manages projects to ensure implementation in accordance with time schedules and budget.
4. Maintains awareness of new developments in database management hardware and software technology.
5. Establishes and promotes data management standards including procedures and standards for maintaining operations, and securing access to sensitive information City-wide.
6. Provides support and training to employees on various technical applications and support tools.
7. Develops and implements various software applications for department and community usage.
8. Manages project budget costs and new requests for data services.
9. Attends technical training events to keep abreast of new industry developments. Seeks constant technical knowledge improvements.

**Qualifications:**
- Bachelor's degree in computer science or a related field
- At least five (5) years of experience; previous experience with software applications preferred
- Microsoft Platform Certified Professional preferred
- Must be proficient in all of the following:
  - Programming languages such as C#, ASP.net and .net framework, web development (HTML, CSS, JavaScript)
  - Database products including but not limited to SQL Server and Microsoft Access; Microsoft Office, Microsoft Windows Server, SQL Reporting Services
- Excellent organizational and analytical skills
- Knowledge of:
  - information processing including hardware and software applications (i.e. database products including but not limited to SQL Server and Microsoft Access etc.)
  - knowledge of the operations of City departments and City government operations

- o data design models and standards for data exchange
- Ability to:
  - o develop effective working relationships with department personnel, subordinates and with the general public
  - o express oneself clearly and concisely orally and in writing
  - o use personal computers and word processing, spread sheet and data base management applications
  - o turn descriptions of operational needs from lay persons into technical specifications, requirements, cost estimates, support training programs, and written procedures
  - o prioritize and manage the planning, budget processes, implementation, and support plans for various current and future technical projects including enterprise software programs, web technologies, and mobile apps.
- Necessary skills:
  - o Organization
  - o Analytical
  - o Oral and written communication

An equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job may be accepted.

**Supervision Received:**
Under the general direction of the Director of Technology Services, the employee plans and carries out the regular work in accordance with standard practices and previous training, with substantial responsibility for determining the sequence and timing of action and substantial independence in planning and organizing the work activities, including determining the work methods. The employee is expected to solve through experienced judgment most problems of detail or unusual situations by adapting methods or interpreting instructions to resolve the particular problem. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor, but ordinarily the employee plans the work, lays it out and carries it through to completion independently. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; the methods used in arriving at the end result are not usually reviewed in detail.

**Supervisory Responsibility**:
Employee is accountable for the quality and quantity of work done by two (2) full-time employees who may work at different locations and different work shifts; employee assumes the responsibility for accomplishment of assigned work in the prescribed or instructed manner. Employee is required to plan, schedule, and coordinate work operations to meet schedules, deadlines and priorities; revises work schedules to meet changes in workload or availability of manpower; employee makes recommendations to supervisor regarding operational or personnel matters including hiring and disciplinary actions as necessary. The employee is also required to oversee the work performed by vendors working for the City. The employee may be required to act as the department head during temporary periods of absence of the Director of Technology.

**Work Environment**:
The work environment involves everyday discomforts typical of an office setting. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Employee is required to work beyond normal business hours in response to off hours escalation and for operational support requirements.

**Nature of Public Contacts:**
Relationships are primarily with co-workers and vendors doing business with the City. The employee serves as the recognized authority of the City in matters of considerable importance, including departmental practices, procedures, regulations or guidelines. The employee may be required to discuss controversial matters where tact is required to obtain cooperation.

**Occupational Risks:**

Duties generally do not present occupational risk to the employee. Personal injury could occur, however, through the employee's failure to properly follow safety precautions or procedures. Examples of injury include bruises from falls, cuts or burns, or muscular strains from lifting or carrying office equipment such as personal computers, servers and/or monitors.

**Physical Demands:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.*

**Physical Skills:**

Little or no physical demands are required to perform work assignments. The employee is frequently required to lift, push or carry objects such as office equipment, personal computers and/or computer monitors.

**Motor Skills:**

Duties are largely mental rather than physical, but the job may occasionally require the application of hand, eye coordination to perform activities such as operating a personal computer.

**Visual Skills:**

Visual demands require the employee to routinely read documents and computer screens for general understanding and for analytical purposes.

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