



IT Director (Information Technology)

5 min read

POSITION: IT Director

DATE POSTED: 03/06/2026

DEPARTMENT: Information Technology

DATE CLOSED: 04/30/2026

SALARY: ~~\$3,383.65 Bi-Weekly~~ \$95,000 - \$105,000

HOURS: 8:30 am to 4:45 pm M - F

Incumbent serves as Director of Information Technology (IT) for the City of Mishawaka, responsible for management of IT services and and supervising assigned personnel.

To perform this position successfully, an individual must be able to perform each essential function of the position satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. The City of Mishawaka provides reasonable accommodations to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job unless those accommodations would present an undue hardship.

DUTIES:

Supervises and directs assigned personnel, including analyzing workload and human resource needs, reviewing position documentation, interviewing candidates, making hiring recommendations/decisions, orienting new subordinates, planning, delegating, and controlling work assignments and special projects, establishing specific work goals, training and motivating to improve performance, determining significant changes in responsibilities, evaluating performance results, reviewing salaries, recommending personnel actions, keeping supervisor and assigned staff informed of organization developments, maintaining discipline and recommending corrective actions, and communicating and administering personnel programs and procedures.

Provides strategic planning, development, evaluation, and coordination of IT systems and related operational plans, including collaborating with City departments and elected officials to determine resources, priorities, services, and solutions.

Manages multiple information and communications systems and projects, including radio programming, body cameras, facility cameras, building access, and telephones.

Serves as project manager, including evaluating and reporting progress/status, and overseeing installation sites. Manages and performs network cable installation and termination, including performing various tests to ensure integrity of network.

Monitors acquisition and service contracts related to information technology, including maintaining communications and relationships with vendors.

Prepares and administers annual department budgets, including approving expenditure and monitoring costs.

Manages shooting and streaming of public meetings, including providing public access on various social media channels and City website.

Administers and tests fire systems, including monitoring wet and dry suppression and extinguishers.

Maintains knowledge of advancements in the field and identifies appropriate applications for the city, including reading periodicals and journals, and attending training seminars and conferences.

Performs related duties as assigned.

I. JOB REQUIREMENTS:

- Bachelor's degree in computer science or equivalent combination of training and experience preferred.
- *5 years experience in IT management*
Must be at least 18 years of age.
- Ability to meet all hiring requirements, including passage of a drug test.
- Practical knowledge of informational technology infrastructure, strategic planning and development, project management, and policy development.
- Practical knowledge of current server and cloud systems, hardware, programming, and standards, with ability to perform installations, maintenance, and troubleshoot problems.
- Practical knowledge and experience of design and implementation of data networking and the ability to perform installations, maintenance, and troubleshoot problems.
- Practical knowledge of standard bookkeeping practices and principles, and ability to prepare budgets and manage department finances.
- Working knowledge of standard office procedures and computer software programs used by the department, with ability to apply such knowledge to a variety of interrelated processes, tasks, and operations.
- Working knowledge of standard English grammar, spelling, punctuation, and ability to prepare correspondence and written reports as required.
- Ability to supervise and direct assigned personnel, including analyzing workload and human resource needs, reviewing position documentation, interviewing candidates, making hiring recommendations/decisions, orienting new subordinates, planning, delegating, and controlling work assignments and special projects, establishing specific work goals, training and motivating to improve performance, determining significant changes in responsibilities, evaluating performance results, reviewing salaries, recommending personnel actions, keeping supervisor and assigned staff informed of organization developments, maintaining discipline and recommending corrective actions, and communicating and administering personnel programs and procedures.
- Ability to perform arithmetic operations, such as counting, adding, subtracting, computing, and calculating.
- Ability to provide public access to or maintain confidentiality of department information and records according to state requirements.
- Ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.
- Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile people.
- Ability to effectively communicate orally and in writing with co-workers, other City departments, FBI, Cybersecurity and Infrastructure Security Agency (CISA), Department of Homeland Security (DHS), Indiana Office of Technology (IOT), state agencies, Infragard, vendors, contractors, and members of the public, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.
- Ability to properly operate standard office equipment, such as computers, copiers, scanners, calculators, fax machines, and telephone.
- Ability to properly operate hand and/or power tools including hammer, screw drivers, wrenches, drills, power saws, deburring/deflashing tools, files, driver, and ratchet.
- Ability to properly operate machinery/equipment including manlift, grinder, and drill press.
- Ability to read and understand detailed prints, sketches, layouts, specifications, and maps.
- Ability to work alone with minimum supervision and with others in a team environment.
- Ability to work on several tasks at the same time and work rapidly for extended periods, occasionally under time pressure.

- Ability to understand, memorize, retain, and conduct written or oral instructions and present findings in oral or written form.
- Ability to plan and layout assigned work projects and apply knowledge of people and locations.
- Ability to occasionally work extended hours, evenings, and weekends and travel out of town for meetings, sometimes overnight for meetings and training.
- Ability to respond to emergencies on a 24-hour basis and serve on call on a rotation basis.
- Possession of a valid driver's license and demonstrated safe driving record.

II. DIFFICULTY OF WORK:

Incumbent performs duties which are broad in scope and call for consideration of complex variables in directing Department operations and managing City network systems. Work requires extensive knowledge of technical and non-technical data, with incumbent establishment of Department goals/objectives and substantiating and implementing policies, procedures, and performance standards. Incumbent uses judgment and personal decision making in selecting and adapting standard practices and procedures to fit varied circumstances and conditions.

III. RESPONSIBILITY:

Incumbent receives administrative direction from the Mayor and City Council with purpose and desired results clearly indicated. Incumbents make extensive contributions to the development of department objectives, policies, and procedures, and are accountable for department results. Work is periodically reviewed for compliance with precedent and legal requirements, and technical accuracy.

IV. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other City departments, FBI, Cybersecurity and Infrastructure Security Agency (CISA), Department of Homeland Security (DHS), Indiana Office of Technology (IOT), state agencies, Infragard, vendors, contractors, and members of the public for purposes of giving and receiving information, explaining and interpreting policies and procedures, instructing, negotiating, exchanging ideas and information, and advising.

Incumbent reports directly to the Mayor.

V. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office environment, vehicle, garage/shop or work site, involving sitting/walking at will, sitting for long periods, standing/walking for long periods, lifting/carrying objects weighing over 50 pounds, close/far vision, color/depth perception, driving, handling/grasping/fingering objects, bending at waist, pushing/pulling objects, speaking clearly, and hearing sounds/communication. Incumbent works in areas of uneven terrain, working with or near chemicals, in extreme temperatures, confined areas, high places, such as ladders, roofs, and bucket truck, in wet/icy surroundings. Incumbent may be required to wear safety clothing or equipment per OSHA requirements when working at traffic intersections or operating lifts.

Incumbent is occasionally required to work extended hours, evenings, and weekends and travel out of town for meetings and training, sometimes overnight.

VI. OTHER:

The Director of Information Technology position is a political appointive position of the Mayor. Specific job duties and job requirements are established at the discretion of the Mayor. A person appointed to the Director of Information Technology position serves at the pleasure of the Mayor, works exclusively for the Mayor, and may be terminated by the Mayor at any time.