



Housing Authority of the City of Reno

Announces an Open Competitive Recruitment for ***DIRECTOR OF INFORMATION TECHNOLOGY***

THE POSITION

Working independently with general guidance this position leads, guides, directs and manages the activities and operations of the IT Department. Coordinates activities with other departments, and outside agencies; provides highly responsible and complex information technology support to the Reno Housing Authority. A key member of the RHA senior leadership team.

THE JOB DESCRIPTION IS ATTACHED TO THIS ANNOUNCEMENT

WHAT WE DO

The RHA helps ensure nearly 9,000 people in the Truckee Meadows have a safe, secure place to call home. We are the largest provider of affordable housing in Washoe County, proudly assisting families and individuals in our community.

WHY APPLY?

The RHA is committed to developing a team that embraces our mission and core values throughout our local community. To offer superior service to our clients, we invest substantially in professional growth and development and are focused on exemplifying our underlying values of integrity, trust, leadership, progress and customer service. We offer competitive salaries based on skills and experience, an exceptional benefits package, a robust defined benefit retirement plan, and ample opportunities for growth. Our benefits package includes:

- ◆ 100% employer paid health, dental, vision & life insurance
- ◆ Flexible Spending plan.
- ◆ Excellent vacation & sick leave accrual program
- ◆ Thirteen (13) paid Holidays
- ◆ 100% employer paid retirement contribution for the Public Employees Retirement System (PERS)
- ◆ Paid Parental Leave
- ◆ 457(b) retirement savings program
- ◆ Employer paid life insurance and AD&D
- ◆ Positive, friendly work environment focused on providing work/life balance

SALARY PAY RANGE

- ⇒ Starting annual salary \$94,432.60
- ⇒ Merit increases to \$139,505.00
- * This position is scheduled to receive a COLA increase in July 2023 .

CONDITIONS OF EMPLOYMENT

This is a full-time, exempt position. The RHA is committed to ensuring a safe, productive and positive work environment through a Drug and Alcohol-Free Workplace. Selected candidates will need to complete a pre-employment drug screen and background checks including a criminal history check.

TO BE CONSIDERED

If interested and meet the minimum qualifications for this position you are encouraged to obtain an application at www.renoha.org. If reasonable accommodation is required, please contact the RHA Human Resource Director at HR@renoha.org

Please submit a complete application on or before the close date to HR@renoha.org. While you may include a resume, the RHA cannot accept resumes in lieu of a completed application.

EQUAL OPPORTUNITY EMPLOYER

The Reno Housing Authority is an equal opportunity employer. The RHA is committed to the principles of Equal Employment Opportunity (EEO) in accordance with applicable Federal and State law, and Executive Orders. Our policies prohibit unlawful discrimination based on race, color, creed, gender, religion, marital status, domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by Federal, State, or local laws.

CLOSE DATE: Open until filled

This recruitment may close at any time based on applications received. Qualified applicants are encouraged to apply as soon as possible.



DIRECTOR OF INFORMATION TECHNOLOGY

DEPARTMENT: Executive
REPORTS TO: Deputy Executive Director
Exempt/Grade: Exempt / Grade 2

SUMMARY

Working independently with general guidance, the Director of Information Technology leads, guides, directs and manages the activities and operations of the Information Technology Department. Coordinates assigned activities with other departments, and outside agencies; provides highly responsible and complex administrative support to the Reno Housing Authority and its subsidiaries. As a key member of the RHA senior leadership team, works collaboratively with the Executive Director and other RHA departments to ensure achievement of the Agency's mission.

EXAMPLES OF IMPORTANT & ESSENTIAL DUTIES

- Oversees the development and implementation of goals, objectives, policies and priorities, and the monitoring and evaluation of progress and performance of the IT department.
- Plans, implements, and oversees all aspects of the Agency's computing and telecommunications systems, including installation, operation, and maintenance of hardware, software, website, Internet access, network communications, technical and end-user training and support.
- Designs and monitors project timelines for staff and contractors related to department goals and objectives, including measurable outcomes.
- Provides leadership, direction, and supervision for IT staff. Assigns work activities, projects, and tasks; evaluates work products, methods, and procedures; meets with staff to identify and resolve problems.
- Manages vendor relations; negotiates service and pricing issues with hardware and software vendors to facilitate maintenance and system upgrades; provides expert and timely technical interface to vendors.
- Oversees the Agency's technology assets, including hardware, software, and equipment.
- Manages the deployment, monitoring, maintenance, development, upgrade, and support of all technology systems, including servers, PCs, operating systems, hardware, software, and peripherals.
- Maintains data security and information confidentiality in accordance with legal requirements; protects database confidentiality and integrity through access system and user levels of access.
- Oversees provision of end user services, including help desk and technical support services.
- Participates in the development and administration of the RHA and its subsidiaries' annual budget as it pertains to technology; approves the forecast of funds needed for equipment and software; approves expenditures and implements adjustments as appropriate and necessary.
- Works with stakeholders to define business and systems requirements for new technology implementations.
- Attends and participates in professional group meetings; maintains awareness of new trends and developments in the field of information technology; incorporates new developments as appropriate.

- Coordinates and communicates effectively with other department Directors, Executive Director, and Board of Commissioners regarding Information Technology Department activities.
- Participates in after-hours meetings and activities, responds to emergencies as needed.
- Coach and support staff in the development and implementation of work plans and/or initiatives working cooperatively and interdependently with others and all departments. Develop communication plans and establish tracking processes to ensure completion of initiatives and work plans.
- Performs other related tasks and duties as assigned.

MINIMUM QUALIFICATIONS

- Bachelor's degree in computer science, information systems, public administration, business, or other related field from an accredited college or university.
- Six (6) years of progressively responsible professional level experience in information technology or systems management.
- Two (2) years of direct supervisory management experience in an IT setting.
- Microsoft MCP, MCSE, MCSA, MCITP, PMP, CISSP, ITIL or other relevant certifications is desirable. Knowledge of property management software or PHA operations software is a plus.
- Or an equivalent combination of education, training and experience which provides the knowledge and abilities necessary to perform the work as determined by Human Resources.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of principles, practices, procedures, and methodologies of Information Systems analysis, design, operation, and maintenance
- Knowledge of Workflows, DMS, and SaaS.
- Knowledge of Windows Operating Systems, Microsoft Windows Server, Microsoft Active Directory, Office 365, Crystal Reports, Microsoft SSRS and Microsoft SQL.
- Knowledge of principles of supervision, training, and performance management.
- Knowledge of relational database maintenance and management.
- Knowledge of network, protocols, standards, hardware, structures, and cabling.

- Knowledge of current industry standards in network hardware and protocols.
- Knowledge of pertinent federal, state, and local laws, codes, and regulations.
- Knowledge of Public Housing Authority (PHA) operations and regulations a plus.
- Ability to plan, coordinate and implement IT strategies and complex projects.
- Ability to make decisions, plan, organize, coordinate, and direct staff, establish goals, and solve problems.
- Ability to prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Ability to prepare budget estimates and reports.
- Ability to handle confidential information with discretion and independent judgement.
- Ability to read, interpret and apply complex technical information from a variety of sources.
- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Ability to plan, monitor and implement complex IT projects. with long timelines involving multiple internal departments and external parties.
- Ability to organize work, set priorities, meet critical deadlines, and follow up on assignments with minimal supervision.
- Ability to effectively communicate verbally and in writing to diverse groups and individuals.
- Ability to establish and maintain effective and cooperative working relationships with RHA staff, RHA Board of Commissioners, residents, contractors, local and federal agencies, and the public.
- Ability to attend frequent meetings outside working hours, and to travel to different sites and locations as required to perform job requirements.
- Ability to drive a vehicle to different RHA properties and locations, requiring a valid Nevada Driver's License in good standing.

WORK ENVIRONMENT & PHYSICAL DEMANDS

- Mobility, balance, coordination, vision, hearing, and dexterity levels appropriate to the functions performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Work indoors in an office setting with the need to meet strict deadlines, regularly operate standard office equipment including computers, printers, telephones, and copiers.
- Stamina to sit for extended periods of time; vision to read printed materials; hearing and speech to communicate in person or over the telephone.
- Occasional standing, walking, bending, stooping, kneeling, reaching, pushing, and pulling.
- Occasionally lift, carry, push, and pull materials and objects up to 25 pounds.

ADDITIONAL REQUIREMENTS

- A Valid Nevada Driver's License at time of appointment with an acceptable driving record throughout employment is required.
- Obtain and maintain certifications, licensure or credentials that relate to the position as directed by the Authority.
- Provide a copy of current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles at time of offer.

Position descriptions are intended to present a descriptive list of the range of duties performed by the title and is not all-inclusive. May be expected to perform job-related duties other than those listed.

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01/20 Est: 01/15