



TOWN OF MEDWAY

COMMONWEALTH OF MASSACHUSETTS

JOB DESCRIPTION

Job Title:	DIRECTOR, INFORMATION TECHNOLOGY SERVICES	Date:	OCTOBER 2025
Department:	INFORMATION TECHNOLOGY SERVICES	FLSA:	EXEMPT
Reports To:	TOWN MANAGER		

POSITION SUMMARY:

The Director of Information Technology Services is responsible for providing strategic oversight, leadership, and direction of the development, implementation, and maintenance of the technology systems for the Town and School District. The Director will manage the Information Technology Services department, including the staff and budget.

ESSENTIAL FUNCTIONS:

- Design, implement, and maintain a comprehensive information technology program for the Town and School District. Coordinate long and short-term strategic planning with Town and School officials, aimed at standardizing and improving hardware, software, and data communications programs in the Town and School District.
- Coordinate the procurement of hardware and software. Work with the Town and School District administrations to ensure that the Information Technology operations are aligned with operational needs, strategic plans, and ongoing initiatives.
- Prioritize and assign the work of employees, orient and train department personnel, evaluate work performance, and initiate appropriate personnel actions.
- Develop and oversee the department's capital and operating budgets and procurement of grants.
- Provide oversight of the Information Technology Services Department's responsibility for troubleshooting of hardware and software matters, employee training, application administration and support, shared network resources, database management, internet access, and electronic mail, and critical business applications, including payroll, accounting, student information system, physical security, and time management systems.
- Design and provide oversight of network security. Review, update, and maintain cybersecurity plans, staff training, safeguarding of data, and disaster recovery planning and operations.

SUPERVISION:

Works under the general direction of the Town Manager and the Superintendent of Schools. Provides supervision of the Information Technology Services department.

Director, Information Technology Services



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QUALIFICATIONS:

- Bachelor's degree in computer science, information technology, or a related field.
- Minimum of five (5) years of progressively responsible management, administration, and technical experience, preferably in a municipal setting.
- Extensive technical knowledge in the field of computer science and a broad range of technologies used in school and municipal departments. Familiarity with the use of technology to support the School District's curriculum, instruction, and assessment. A knowledge of Town government.
- Excellent written and verbal communication, interpersonal, and organizational skills.
- Ability to prioritize responsibilities and manage multiple tasks in a professional and dynamic environment.

WORK ENVIRONMENT:

Work is performed in both office and field environments, including confined spaces. Must be able to lift heavy objects (up to 50 lbs.).

NOTES:

The essential functions or duties listed herein are illustrations of the type of work that is 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. This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.