City of Norwalk (IA)

IT Director

SALARY	$65.40 - $87.19 Hourly $136,022.13 - $181,362.84 Annually	**LOCATION**	City Hall, IA
JOB TYPE	Full-time	**JOB NUMBER**	00198
DEPARTMENT	Administration	**OPENING DATE**	11/03/2026
CLOSING DATE	11/13/2026 11:59 PM Central		

The City of Norwalk is now accepting applications for its newly established IT Director position!

The City is transitioning from a shared IT services arrangement with the Norwalk Community School District to a dedicated, in-house IT leadership position. With the current shared services agreement concluding June 30, 2027, the City is beginning recruitment early to identify a qualified candidate to lead its information technology operations.

The anticipated start date for this position is July 1, 2027. Applicants are encouraged to apply now, with the understanding that employment will not begin until that date.

Application Deadline: Friday, November 13, 2026, at 11:59 p.m.

JOB FUNCTION: Under the general direction of the Assistant City Manager, the Information Technology Director provides strategic leadership, planning, administration, and technical oversight for the City's technology infrastructure, systems, cybersecurity, telecommunications, enterprise applications, and digital services.

The Information Technology Director is responsible for developing and implementing technology strategies that support efficient municipal operations, secure data management, business continuity, and exceptional customer service. This position oversees the acquisition, maintenance, security, and performance of the City's technology resources; serves as the primary technology advisor to City leadership; and provides direct support to all City departments.

The Information Technology Director plans, organizes, directs, and evaluates City information technology operations and supervises assigned information technology personnel, consultants, contractors, and vendors. As the City's lead technology professional, this position is responsible for both strategic technology leadership and the direct performance of technical, administrative, and operational information technology functions. The Information Technology Director is expected to provide hands-on support and system administration while also planning for the City's long-term technology needs and future organizational growth.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following duties are typical for this position, but are dependent upon the level of skill, ability, and experience of the individual. They are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Develops, implements, and maintains the City's information technology strategy, policies, standards, and procedures to support organizational goals and service delivery.

- Plans, directs, administers, and evaluates all information technology operations, infrastructure, systems, applications, telecommunications, and cybersecurity functions.
- Serves as the City's primary technology advisor and provides recommendations to the Assistant City Manager, City Manager, department directors, and elected officials regarding technology initiatives, investments, risks, and emerging trends.
- Performs and oversees a combination of strategic, administrative, and technical information technology functions necessary to support City operations, recognizing that the Information Technology Director may personally perform work that would otherwise be assigned to subordinate staff in larger organizations
- Develops and administers the annual information technology operating budget, capital improvement recommendations, replacement schedules, and long-range technology plans.
- Oversees the acquisition, implementation, maintenance, security, and replacement of hardware, software, telecommunications equipment, cloud services, and related technology resources.
- Develops and maintains technology lifecycle management and replacement programs for workstations, servers, mobile devices, network equipment, and related assets.
- Administers and supports the City's network infrastructure, servers, cloud environments, storage systems, wireless networks, internet services, and telecommunications systems.
- Develops, implements, and monitors cybersecurity programs, policies, training initiatives, disaster recovery plans, backup procedures, business continuity measures, and incident response protocols.
- Monitors industry trends, technological advancements, regulatory requirements, and cybersecurity threats and recommends appropriate actions to protect City resources and improve operations.
- Evaluates departmental technology needs and collaborates with City departments to identify, develop, and implement technology solutions that improve efficiency, service delivery, and operational effectiveness.
- Oversees enterprise software applications and coordinates system implementation, upgrades, integrations, troubleshooting, and vendor support.
- Provides technical support and assistance to City staff and ensures timely resolution of hardware, software, network, telecommunications, and system-related issues.
- Develops and delivers technology training programs and resources for City staff to improve technology proficiency, cybersecurity awareness, and system utilization.
- Oversees technology-related contracts, service agreements, software licensing agreements, consultants, and vendors to ensure performance, compliance, and cost-effectiveness.
- Maintains accurate inventories, records, documentation, asset management systems, software licenses, warranties, and technology-related agreements.
- Coordinates and supports technology systems utilized by public safety, public works, utilities, administration, community development, parks and recreation, and other City departments.
- Assists with the administration and support of audio/visual systems, meeting technology, website-related technical functions, and communication systems.
- Supervises, trains, evaluates, and develops assigned information technology staff as positions are established. In the absence of subordinate staff, performs the full range of information technology functions directly while coordinating the work of consultants, contractors, vendors, and other technology service providers.
- Responds to after-hours technology emergencies, network outages, cybersecurity incidents, and critical operational issues as necessary.
- Represents the City in regional technology organizations, professional associations, intergovernmental partnerships, and vendor meetings as assigned.
- Performs other duties or assumes additional responsibilities as apparent or assigned.

MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL FUNCTIONS:Entry Requirements:

- Bachelor's degree in Computer Science, Information Technology, Management Information Systems, Cybersecurity, Information Systems, Network Administration, or a closely related field preferred.
- Candidates without a bachelor's degree may be considered if they possess at least seven (7) years of progressively responsible information technology experience demonstrating the knowledge, skills, and abilities necessary to perform the essential functions of the position.
- Minimum of five (5) years of progressively responsible information technology experience required.
- Supervisory or project leadership experience preferred.
- Experience supporting municipal government, public safety technology systems, GIS, telecommunications, or enterprise applications preferred.
- Industry certifications such as CompTIA, Microsoft, Cisco, ISC², ISACA, VMware, or similar certifications are preferred.

Skills:

- Extensive knowledge of information technology systems, network infrastructure, cybersecurity principles, cloud-based services, telecommunications systems, enterprise software applications, data management, and technology support services.
- Knowledge of information technology governance, strategic planning, project management, disaster recovery, business continuity, risk management, and technology lifecycle planning.
- Knowledge of municipal operations and the technology needs of local government departments, including public safety, public works, administration, community development, finance, and parks and recreation.
- Ability to analyze complex technical, operational, and organizational issues and develop practical, cost-effective solutions.
- Ability to communicate technical information effectively to both technical and non-technical audiences.
- Ability to evaluate emerging technologies and recommend solutions that align with organizational goals, operational needs, and budget constraints.
- Ability to establish and maintain effective working relationships with employees, elected officials, vendors, consultants, contractors, governmental agencies, and the public.
- Strong leadership, organizational, project management, and decision-making skills.
- Strong customer service skills and commitment to providing responsive support to City departments.
- Ability to manage multiple projects and priorities while maintaining attention to detail and meeting deadlines.
- Ability to exercise sound judgment, discretion, and professionalism when handling confidential or sensitive information.
- Ability to work independently with minimal supervision while effectively collaborating across departments.

FUNCTIONAL REQUIREMENTS:

- Demonstrates ethics, integrity, accountability, and sound professional judgment in all interactions and decision-making.
- Maintains regular and reliable attendance.
- Ability to respond to technology emergencies, cybersecurity incidents, network outages, and critical operational issues during and outside normal business hours.
- Ability to manage multiple competing priorities and adapt to changing organizational needs and technology requirements.
- Ability to maintain confidentiality of sensitive information, records, security systems, network infrastructure, and protected data.
- Consistently provides high-quality customer service to internal and external stakeholders.
- Work is performed primarily in a climate-controlled office environment but regularly requires work throughout City facilities and operational sites.
- Position requires occasional evening and weekend work for system maintenance, technology implementations, emergency response, training, meetings, and special projects.

PHYSICAL REQUIREMENTS/ESSENTIAL FUNCTIONS:

- Ability to read, speak, write, hear, and understand English to effectively communicate with employees, vendors, contractors, elected officials, and the public.
- Ability to operate computers, mobile devices, telecommunications equipment, testing equipment, and standard office equipment.
- Ability to install, configure, maintain, and troubleshoot technology equipment and infrastructure.
- Ability to sit for extended periods while performing computer-based work and reviewing detailed technical information.
- Ability to stand, walk, bend, stoop, kneel, crouch, crawl, reach, climb ladders, and work in confined spaces when installing, inspecting, or repairing technology equipment.
- Ability to frequently move throughout City facilities, mechanical rooms, data closets, and work sites.
- Ability to lift, carry, push, and pull equipment, tools, and materials weighing up to 50 pounds and occasionally heavier weights with assistance or proper equipment. This aligns with most of the comparable communities.
- Ability to distinguish colors, read technical diagrams, monitor equipment indicators, and identify visual warning signals.
- Ability to maintain concentration and attention to detail while performing work involving technology systems, security controls, troubleshooting, and data management.

LICENSES AND CERTIFICATES

- Valid Iowa driver's license and insurable driving record.
- Relevant industry certifications (e.g., Microsoft, Cisco, CompTIA, ISC², ISACA, VMware, or similar) preferred.
- Ability to obtain and maintain any certifications or background clearances necessary to support public safety and criminal justice information systems, if applicable.

Employer
City of Norwalk (IA)

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