

INFORMATION TECHNOLOGY MANAGER

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Under administrative direction, directs, manages, supervises and coordinates the activities and operations of the Information Technology Division within the Administrative Services Department including hardware, software, network, telephone, and computer systems administration; identifies, recommends, develops, implements, and supports cost-effective technology solutions for all aspects of the organization; prepares bid specifications and analyzes bid proposals for computer and network equipment and software; coordinates assigned activities with other divisions, departments, and outside agencies; and provides highly responsible and complex administrative support to the Director of Administrative Services.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Assume management responsibility for assigned services and activities of the Information Technology Division including designing, implementing, and administering City-wide information technology activities; manage, upgrade, and direct the installation, operation, and maintenance of information technology hardware and software; manage and maintain data and equipment security; administer and provide ongoing technical support and training for City staff.
2. Manage and participate in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommend and administer policies and procedures.
3. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within departmental policy, appropriate service and staffing levels.
4. Plan, direct, coordinate, and review the work plan for information technology staff; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.
5. Select, train, motivate, and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
6. Oversee and participate in the development and administration of the Division's annual budget; participate in the forecast of funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement adjustments.
7. Coordinate information technology capital improvement purchases for City departments.
8. Plan the programs and operations of the division to meet the short and long-range goals of the Information Technology Division; oversee the operation of the division in order to implement goals and programs.
9. Manage and provide the deployment, monitoring, maintenance, development, upgrade, and support of all information technology systems, including servers, PC's, operating systems, hardware, software,

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- peripherals and application development, and telecommunication systems.
10. Evaluate existing information technology needs of all departments; propose recommendations to maintain and improve the quality of service; plan, coordinate, and implement improvements in service.
 11. Prepare bid specifications and analyze bid proposals for computer and network equipment and software, and telecommunications equipment and software.
 12. Coordinate networking data transfers with other agencies.
 13. Manage and/or coordinate implementation of all technology projects within the City.
 14. Respond to the needs and questions of computer users concerning their access to resources on the network, stand-alone personal computers, or attached devices; assist in problems relating to various software programs as necessary.
 15. Oversee and facilitate repairs to personal computers and/or network system.
 16. Maintain inventory control of all City information technology equipment.
 17. Ensure the security of all network files, assignment of network, and backup of all network data.
 18. Serve as the liaison for the Information Technology Division with other divisions, departments, and outside agencies; negotiate and resolve sensitive and controversial issues.
 19. Serve as staff on a variety of boards, commissions, and committees; prepare and present staff reports and other necessary correspondence.
 20. Provide responsible staff assistance to the Director of Administrative Services; conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to information technology programs, policies, and procedures as appropriate.
 21. Attend and participate in professional group meetings; maintain awareness of new trends and developments in the field of information technology; incorporate new developments as appropriate.
 22. Respond to and resolve difficult and sensitive citizen inquiries and complaints.
 23. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operations, services, and activities of a comprehensive information technology program.
Advanced principles and practices of computer science and information systems.
Advanced principles and practices of program development and administration.
Principles of complex network systems security measures, tools, policies and practices.
Theories, concepts, principles, and practices of new and emerging technologies.
Concepts, principles, and practices of information system strategic planning.
Operational characteristics of mainframe and networking systems.

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Use, capacity, characteristics and limitations of computer hardware and software.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Principles and practices of municipal budget preparation and administration.

Principles of supervision, training, and performance evaluation.

Pertinent Federal, State, and local laws, codes, and regulations.

Ability to:

Oversee and participate in the management of a comprehensive information technology program.

Oversee, direct, and coordinate the work of lower level staff.

Select, supervise, train, and evaluate staff.

Participate in the development and administration of division goals, objectives, and procedures.

Prepare and administer large program budgets.

Prepare clear and concise administrative and financial reports.

Analyze user needs and develop cost effective solutions utilizing appropriate technology.

Manage the installation, maintenance, and repair of telecommunication and data communication equipment and software.

Manage the development and conduct of extensive user training programs.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Research, analyze, and evaluate new service delivery methods and techniques.

Interpret and apply Federal, State, and local policies, laws, and regulations.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Adapt to changing technologies and learn functionality of new equipment and systems.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

A Bachelor's degree from an accredited college or university with major course work in computer science, information systems, or related field.

Experience:

Six years of increasingly responsible information technology experience including three years of administrative and supervisory responsibility.

License or Certificate:

Possession of, or ability to obtain and maintain, a valid Class C California Driver's License.

Possession of a Network certification is desirable.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 essential job functions.

Environment: Work is performed primarily in a standard office environment with some travel to different sites; incumbents may be required to work extended hours including evenings and weekends and may be required to travel outside City boundaries to attend meetings.

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Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Hearing: Hear in the normal audio range with or without correction.

Bargaining Group:
FLSA Status: Exempt
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Johnson & Associates

ACKNOWLEDGMENT

I acknowledge that I have read the job description and requirements for the Information Technology Manager position and I certify that I can perform these functions.

Applicant Signature

Date

Witness

*Management has the right to add or change these duties of the position at any time.