

INFORMATION TECHNOLOGY MANAGER

NATURE OF WORK

This is responsible administrative, technical, and advisory work with overall responsibility for the operation, direction and coordination of the City's information technologies, including data, voice communications, and telecommunications.

Work involves responsibility for planning, coordinating and supervising the work of technical personnel engaged in systems support, analysis, programming, computer operation and user support. The employee of this class is responsible for developing and implementing a plan designed to provide and maintain current information technologies required to support the operations of all city departments and divisions. The employee of this class is expected to coordinate operations and technologies with other units of government. Work involves directing the planning, development, implementation and support of the City's voice network including cell and radio systems, local/wide area network systems, software systems and applications, and other appropriate technologies required to meet the needs of city government. Work involves broad latitude for the use of initiative and independent judgement.

Information technology managers need a technical background, as well as business acumen and people management skills. Because they direct the work of other employees, these individuals require strong interpersonal and communication abilities. Analytical thinking also is very important, as this position often involves problem resolution and process development. In addition, a strong customer service orientation is a must because information technology managers often serve as the final escalation point for high-visibility troubleshooting

EXAMPLES OF WORK

(Any one position of this class may not include all duties listed, nor do listed examples include all duties which may be found in positions of this class.)

- Guides the development of a long range plan for the computing and telecommunications needs of the city;
- Establishes standards for computers, networking and telecommunications equipment, services and related items;
- Oversees the purchase, installation and support of information technologies systems and equipment, including voice, two-way radio, data, video, and wireless communications;
Manages planning, equipment, staff and budgetary expenditures of the division;
- Coordinates computer and telecommunications activities and advises management on technology matters;
- Coordinates technology issues with other units of government, including cities, counties, school districts, courts and state agencies;
- Maintains adequate records of all voice and computer equipment, cabling plans and distribution systems in all city buildings, including interconnections to other systems;
Manages the city's telephone systems, including long distance and cellular

services;

- Assures adequate training is provided to enable all city staff to successfully utilize technology to effectively complete assigned tasks;
- Provides appropriate opportunities for the professional development of the staff of the Information Technologies Division;
- Assures satisfactory security and backup of the information stored on voice and computer systems;
- Provides support services as required for the Joint Powers Board operating the GraNet fiber optic network for the City and School District;
- Provides supervision and evaluation of technical and programming support staff;
- Represents the city regarding technology matters and issues on boards, commissions, panels and other groups;
- Negotiates agreements for goods and services relative to city technology issues;
- Stays abreast of technology improvements and innovations in information technologies affecting operations of the City;
- Fosters a widespread awareness of good computer ethics within all city departments;
- Analyzing workflow, delegating projects and meeting departmental goals
- Providing input on hiring decisions for technical staff
- Implementing and monitoring new projects
- Managing performance of and delegating projects to team members
- Managing overall coordination of IT applications development projects, from planning through implementation
- Setting project scope, priorities, deadlines and deliverable schedules
- Facilitating discussions and consensus among various project stakeholders, such as analysts, applications programmers and clients
- Managing and monitoring project budgets and expenditures

MINIMUM REQUIREMENTS

Graduation from an accredited college or university with an AA or AAS degree in a technology related field. ALSO at least five (5) years experience in technology support and/or programming. Previous technical experience may be substituted for educational requirements at a ratio of 2 to 1 (2 years experience = 1 year education).

DESIRABLE EDUCATION AND EXPERIENCE

- Considerable knowledge of the operations of computer systems and equipment;
- Knowledge of computer programming methods and techniques;
- Knowledge of hardware configurations applicable to computer systems;
- Knowledge of software;
- Knowledge of federal regulations and requirements for installation and operation of two way radio systems;
- Knowledge of the operation and support of telephone systems;
- Knowledge of the operation and support of two way radio systems;
- Ability to recognize, analyze and solve complex problems;
- Ability to supervise and train personnel;
- Ability to communicate effectively verbally and in writing;

- Ability to establish and maintain effective working relationships with other employees, other agencies and the public;
- Ability to successfully supervise and manage diverse, simultaneous projects.

ESSENTIAL JOB FUNCTIONS

The essential job functions described here are representative of those that must be met by an employee to successfully perform the Examples of Duties as listed. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

Work is performed mostly in office settings; some independent travel is required. Hand-eye coordination is necessary to operate computer equipment and various pieces of office equipment.

While performing the duties of this job, the employee is frequently required to talk or hear; sit; use hands to handle or operate office equipment or controls; reach with hands or arms.

The employee must occasionally lift and/or move up to 25 pounds. The employee must be able to read, write, and communicate in a superior manner to conduct necessary business.

The employee must be capable of reasonable judgment and possess sound reasoning skills due to the independent nature of a considerable amount of the work involved.

The noise level in the office environment is usually quiet.

The employee must possess superior interpersonal skills to deal with a diverse group of people that may include individuals, the general public, City employees, labor groups, and/or boards and commissions and representatives of other agencies.

Must be free of conditions that would endanger self or others in the carrying out of duties; must be free of substance abuse (legal or illegal) in order to maintain effective job performance.

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