



July 2020
FLSA: Exempt

INFORMATION TECHNOLOGY MANAGER

DEFINITION

Under general direction, oversees and directs the day-to-day operations of the Information Technology Division, including administration of network and infrastructure system implementations, conversions, modifications, and general technical troubleshooting; oversight of consultants and contractors, negotiation of purchase agreements and service contracts with contractors and vendors; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Administrative Services Director. Exercises direct and general supervision over professional and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating the programs, services, and activities of the Information Technology Division of the Administrative Services Department including oversight of daily operations of the City's information and network infrastructure, telecommunications systems, and related systems. Responsibilities include developing and implementing policies and procedures for assigned programs, budget administration and reporting, and program evaluation. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from that of Administrative Services Director in that the latter has overall responsibility for all functions of the Finance, Human Resources, and Information Technology Divisions of the Administrative Services Department and for developing, implementing, and interpreting public policy.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, operations, and activities of the Information Technology Division including oversight of daily operations of the City's information and network infrastructure, telecommunications systems, and related systems.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the Information Technology Division; recommends within policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development, administration, and oversight of division budget; determines funding needed for staffing, equipment, materials and supplies; ensures compliance with budgeted funding.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative, and support systems, and internal reporting relationships; identifies opportunities and makes recommendations for improvement.
- Develops and manages requests for proposals for professional and/or contracted services; prepares scope of work and any technical specifications; evaluates proposals and recommends award; negotiates contracts; administers contracts to ensure compliance with City specifications and service quality.

- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Plans, organizes, implements, and administers security and oversight of all telecommunication hardware and services for the City including, but not limited to, all central computers, local and wide area network, cloud based services, wireless access, personal computers, printers, routers, switches, application servers, email server, internet connectivity and other application software; establishes schedules for back-up; and maintains inventory of data processing equipment, supplies and materials.
- Monitors and analyzes network and server performance; reviews system event/audit logs to detect problems and identify inefficient use of resources; conducts root cause analysis and recommends solutions.
- Manages the City's various communication systems including software and hardware configurations for ethernet/network cabling, wireless systems, VPN and remote access connectivity, VOIP and landline telephone systems, cellular phones, fax based transmissions, local network and cloud services, and other systems as acquired.
- Directs the planning and acquisition of new hardware equipment and equipment modifications or enhancements; installs and configures new equipment; and manages and schedules third party equipment maintenance and repair activities.
- Directs the acquisition of information and telecommunication software; manages City software databases and libraries; and tests and monitors the operation of new and modified programs.
- Establishes, documents, implements, and administers technology standards, policies, and procedures to be used by the City such as the IT Master Plan and Disaster Recovery Plan based on current technology developments, security requirements, and best practices and compliance requirements in coordination with financial and staff resources.
- Manages cybersecurity protocols for the City including development of security systems, analysis of current systems for vulnerabilities, and risk analysis and mitigation through security audits and training.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of information technology programs and activities.
- Principles and practices of public information technology administration, including but not limited to, the principles, applications, and operation of telecommunications, microcomputers, network systems, and appropriate hardware and software applications.
- Principles and practices of systems analysis, programming and development.
- Principles and practices of project management, including planning, scheduling and control.
- Operation and administration of applicable systems and software, such as Windows Servers, Microsoft SQL, Networking and Telecommunication Management and Design, Exchange servers, UNIX, and/or Basic HTML/JavaScript.
- Applicable federal, state, and local laws, codes, and ordinances relevant to the areas of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the division and the City.
- Evaluate management information systems needs of the City and determine the most effective use of technology.
- Translate user department needs into innovative and effective computer programs and applications.
- Design, implement, understand, interpret, and apply complex network configurations and applications.
- Analyze problems quickly and draw logical conclusions, plan and implement an effective course of action.
- Utilize modern information and communication technologies and maintain an understanding of technologic advancements and trends.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Prepare clear and concise reports, policies, and other documentation.
- Effectively present complex technical data in verbal and written reports to a wide range of stakeholders.
- Effectively represent the department and the City in meetings with individuals; governmental agencies; community groups; various business, professional, and regulatory organizations.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science, information systems, business or public administration, or closely related field and seven (7) years of progressively responsible professional experience in the development and administration of computer systems, telecommunication systems, and local area networks, including three (3) years at a supervisory or management level.

Licenses and Certifications:

- Possession of, or the ability to obtain, an appropriate, valid California driver's license upon appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to

perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds or heavier weights with the use of proper equipment and assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

DISASTER SERVICE WORKER

Under California law (California Government Code Section 3100-3109), all City of Saratoga employees are designated as Disaster Service Workers, (DSW). In the event of a catastrophic event, City of Saratoga employees may be expected to fulfill emergency action assignments. As DSW's, employees may be assigned to assist in any disaster service activity that promotes the protection of public health and safety and preservation of lives and property.