



INFORMATION TECHNOLOGY MANAGER

Class specifications are intended to present a description of the range of duties performed by the classification. Specifications are not intended to reflect all duties performed. Classifications will perform other related duties as assigned.

Definition:

Under general direction, this position oversees, manages, plans, organizes and coordinates all aspects of the City's Information Technology Division. The Information Technology Manager oversees and evaluates the work of staff, functions, programs and projects of the Information Technology Division and coordinates Department activities with other City divisions, departments, consultants or outside agencies. This position provides highly complex staff support.

Classification Characteristics:

The Information Technology Manager provides management level leadership to Information Technology Division staff. This position exercises direct and indirect supervision over professional, technical and other staff. The Information Technology Manager is expected to perform the most complex duties assigned with the division.

Essential Functions:

- Assume management responsibility for services and activities of the Information Technology Division. Plan and oversee all aspects of the City's Information Technology Division, including computer and telecommunications hardware and software to ensure efficient and effective operation.
- Determine and implement security standards and procedures to protect information systems against unauthorized use, malicious attacks and viruses; ensure the integrity of systems and that they are functional and secure.
- Participate in the delivery of systems application development and installation and software support services to all departments; develop and recommend applications and uses of advanced computer technology that support City requirements; review, develop and recommend general systems approaches to the solution of problems and reviews program results.
- Act as a technical resource for the City's departments and committees. Participate in the establishment of standards for hardware and software; ensure compliance with set standards. Conduct research and perform analysis; prepare and present reports regarding project feasibility, equipment utilization, project plans and the cost of applications. Keep informed of changes in the information technology field and evaluate their impact upon City operations.
- Serve as liaison between vendors and the City; prepare specifications for bid documents and review proposals; negotiate contracts; monitor and evaluate vendor performance; coordinate installation of hardware, communication lines and software.
- Act as network administrator. Develop technical standards and procedures for system design, maintenance and operation. Configure networks for best performance and fine-tune system parameters to maximize operation of the network.

- Interface with and assist end users in identifying and evaluating technology needs; develop and implement solutions, exercise independent judgment in selecting an appropriate course of action from among many alternatives.
- Conduct research and perform analysis; prepare and present oral and written reports regarding project feasibility, equipment utilization, project plans and the cost of applications.
- Develop and implement the City's information technology strategic plan ensuring the most effective and efficient use of technological resources.
- Forecast necessary funds for information systems repair, upgrades and replacements; administer, oversee and prepare the Information Technology Division budget; research new equipment; monitor and work with vendors in the procurement of new equipment and software.
- Oversee the inventory of information systems equipment, including the number and type of computers, peripherals and software.
- Select, train, motivate and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures. Exemplify and foster an enthusiastic, resourceful and effective service attitude to ensure the quality and timeliness of services delivered.
- Perform the most complex and difficult work of staff responsible for providing information technology services to the City.

Qualifications:

Knowledge of:

- Modern and complex principles, methods and practices of computer languages, information management and its application to a wide variety of City systems and operations.
- Design, security, troubleshooting, testing, repair, implementation, documentation, monitoring and evaluation of computer systems, including the AS400.
- Current developments in the field of information and telecommunications services, including Wi-Fi and voice over internet protocol (VOIP).
- Computer hardware and software operations and management, local-area and wide-area network management.
- Principles and practices of conducting research and report preparation.
- Pertinent Federal, State and local laws, codes and regulations.
- Principles and practices of complex project management.
- Principles and practices of purchasing procedures.
- Principles and practices of municipal budget preparation and administration.
- Management skills to analyze programs, policies and operational needs.
- Principles of supervision, training, development and performance evaluation.
- Occupational hazardous and standard safety practices.
- Automated system capabilities and limitations, including mainframe and personal computers.

Ability to:

- Manage the operations, services and activities of a modern information technology division.
- Manage, direct and coordinate the work of technical staff.
- Develop and administer division goals, objectives and procedures.
- 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, procedures and techniques.
- Prepare clear and concise administrative, technical and financial reports.
- Prepare and administer a complex budget.
- Communicate clearly and concisely, both orally and in writing.
- Interpret and apply Federal, State and local policies, laws and regulations.
- Select, supervise, evaluate, train and motivate assigned staff.
- Exercise sound independent judgment within established guidelines; analyze unusual situations and resolve them through application of management principles and practices.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including City staff, City officials and the public.
- Maintain physical condition, audio-visual discrimination and perception and mental capacity appropriate to the working conditions and the performance of assigned duties and responsibilities.

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

Experience:

Five years of increasingly responsible experience in information systems operations and maintenance and network administration including two years of supervisory and administrative experience.

Training:

Equivalent to a Bachelor's Degree from an accredited college or university with major coursework in computer science, computer information systems, management information systems or a closely related field.

License or Certificate:

Possession of a California Class C Driver's License.

Working Conditions:

Work in an office environment including prolonged standing, sitting, walking, reaching, turning, kneeling and bending. Position requires the ability to push, pull, drag and lift up to 25 pounds. Normal manual dexterity and hand/eye coordination and repetitive hand movement using a computer keyboard and mouse. Near vision needed to inspect equipment, read reports, code, technical manuals and other records. Far vision needed for driving motorized vehicles. Frequent exposure to vibrations and pitch of computer equipment.