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INFORMATION TECHNOLOGY MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff performing difficult and complex professional, technical, and administrative support related to all programs and activities of the Information Technology Division in the Financial and Information Services Department, including the installation, maintenance, and upgrade of the local area network, required hardware and software, infrastructure, personal computers, and communications systems and facilities; coordinates the provision of technical support and assistance on all computer system related topics to all City users; administers short and long-range planning activities; manages the effective use of the division's resources to improve organizational productivity; assists in coordinating assigned activities with other City departments and outside agencies; provides complex and responsible support to the Financial and Information Services Director in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Financial and Information Services Director. Exercises direct and general supervision over supervisory, professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a mid-management classification that manages Information Technology Division activities, including computer hardware, software, networks, and other information and communications systems and functions. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Financial and Information Services Director in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work with that of other departments and outside agencies. This class is distinguished from the Financial and Information Services in that the latter has overall responsibility for all functions of the Financial and Information Services Department and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL 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 the installation, maintenance, and upgrade of the local area network, required hardware and software, infrastructure, personal computers, and communications systems and facilities.

- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development and administration of and oversees division budgets.
- Develops and standardizes procedures and methods to improve and continuously monitors 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 for improvement and recommends to the Director.
- Participates in the selection, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Oversees the administration and maintenance of the City's computer network; evaluates, selects, and recommends City-wide computer purchases; develops long-term information systems strategies to plan for and control network upgrades and growth; evaluates and recommends new technologies; and encourages innovation among technical staff in the utilization and implementation of ideas and techniques.
- Assists the Director with special projects as assigned; participates in deliberations to address City operational issues as they relate to information technology, and in the development of management recommendations for consideration by the Director, City Manager, and City Council.
- Resolves computer system related problems as they occur; provides direction and technical supervision to internal staff and external consultants whose work involves network systems related tasks and work methods.
- Identifies and proposes network services projects appropriate for contract delivery; negotiates service contracts and computer hardware pricing with vendors; oversees contract preparation and completion of work.
- Provides high-quality internal customer service and performs technical support, installation, maintenance and repair of computers and other information systems equipment.
- Provides highly complex staff assistance to the Director; prepares and presents staff reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Implements adopted information technology strategic plans, policies, and standards.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the functional areas of assignment; researches emerging products and enhancements and their applicability to City needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Negotiates and administers contracts with private vendors to provide City services.
- Acts for the Financial and Information Services Director in his/her absence.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, project management, and supervision of staff, either directly or through subordinate levels of supervision.

- Information technology systems, database management, policies and procedures, including computer networks, personal computers, telecommunications, copiers, and other electronic office automation systems.
- Principles and practices of budget development and administration.
- Principles and practices of employee supervision, including work planning, assignment, review, and evaluation, and the training of staff in work procedures.
- Applicable Federal, State, and local laws, codes, and regulations.
- Organization and management practices as applied to the development, analysis, and evaluation of programs and operational needs of the assigned divisions.
- Hardware and software characteristics of various computer systems and a general understanding of system features and their integration capabilities.
- Systems design and development process, including requirements analysis, feasibility studies, software design, programming, beta testing, installation, evaluation, and operational management.
- Principles and practices of contract administration and evaluation.
- General principles of risk management related to the functions of the assigned area.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service to public and City staff, in person, and over the telephone.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Organize, manage, implement, and maintain efficient and effective automated systems to ensure the reliability and integrity of the computer network.
- Manage and monitor complex projects, on-time, and within budget.
- Plan, organize, schedule, assign, review, and evaluate the work of and train staff.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze user requirements and identify network solutions to ensure maximum return on investment.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize and present technical information and data in an effective manner.
- Design and present network training programs to enhance user effectiveness.
- Interpret, apply, and explain Federal, State, and local laws, codes, regulations.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the division and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

- Operate modern office equipment including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious 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 graduation from an accredited four-year college or university with major coursework in computer science, management information technology, or a related field, and five (5) years of experience in the development and administration of computer systems, telecommunication systems, and local area networks, including two (2) years of supervisory experience.

Licenses and Certifications:

- Possession of a valid driver's license with satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle, and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be 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 occasionally bend, stoop, kneel, reach, 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 weighing up to 40 pounds.

ENVIRONMENTAL ELEMENTS

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.