



Position Description

INFORMATION TECHNOLOGY MANAGER

DEFINITION

Under general supervision of the Human Resources Director or designee, manages the planning, budgeting, implementation, maintenance and security of City-wide information technology tools, including information systems, facilities, software, equipment, communications, staffing and training; ensures that system development proceeds in a logical, integrated fashion to meet the needs of the City and its operating departments; assists departments with capital investment in information technology tools. Supervise and evaluate assigned personnel. Provides assistance to management on special projects as necessary. This position is designated as Fair Labor Standards Act (FLSA) exempt.

SUPERVISION RECEIVED

The Information Technology Manager is a supervisory position and works under general supervision of the Human Resources Director or designee.

SUPERVISION EXERCISED

The Information Technology Manager provides training and supervises the work of Information Technology Analyst, Computer Support Technicians, contract, and temporary employees as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only)

Plans and organizes workloads and staff assignments; trains, evaluates assigned staff; reviews progress and directs changes as needed.

Assists in the development and implementation of the City's Information Technology program including goals, priorities and policies relating to City-wide information technology and communications management.

Develops and updates City guidelines for data and equipment security, information privacy, internal controls and contingency plans.

Coordinates all data processing functions of the City, including systems management, application development, hardware/software support, communications network support, training and troubleshooting.

Provides oversight and management of the help-desk support operation and assist in the development of the City's intranet and/or internet websites, manage postmaster and webmaster accounts.

Facilitates department/ interdepartmental project team meetings as required to identify, develop and maintain various information systems.

Provides technical assistance for Geographic Information System development and maintenance.

Responsible for quality assurance efforts to secure, integrate, coordinate and support all data, systems and services within the City.

Evaluates technological and informational needs of the organization, makes recommendations and develops services to accommodate such needs.

Prepares annual division budget; provides assistance to City departments on information technology budget issues.

Prepares effective written reports and oral presentations.

Negotiates and administers contracts for hardware and software acquisitions, implementation, maintenance, and telecommunications consulting services.

Makes presentations to, and communicates with management, City Council and the general public; represents City and department at external meetings and working groups.

PERIPHERAL DUTIES

Reports for work as needed, in the event of a disaster or other emergency situation. Serves as a member of various employee committees. Attends seminars and workshops related to duties and responsibilities.

MINIMUM QUALIFICATIONS

Knowledge of:

Thorough knowledge of the principles and applications of information technology tools, including planning and development of information and telecommunications systems applicable to municipal government and similar service-based organizations; trends in business and management information systems technology; principles of training and effective instruction; telecommunication and voice mail technology; principles and

practices of supervision and employee development; public sector budgetary techniques and controls; policy development and implementation.

Ability to:

Analyze problems and make decisions and recommendations on solutions; research, understand and apply proposed new technology to City operations; effectively apply related policies, procedures, and practices affecting information services; conduct needs analysis and other ongoing methods of soliciting City-wide department input regarding system efficiencies, utilization, problems, and potential solutions; identify options for achieving improvement and efficiency; develop and recommend long term plans and strategies for continued effective use of automated resources; plan and coordinate projects by identifying priorities and deadlines for completion; communicate clearly orally and in writing; clearly communicate technical information in non-technical terms; establish and maintain effective working relationships with a wide variety of people.

EDUCATION AND EXPERIENCE

Graduation from an accredited college or university with a bachelor's degree in information technology, computer science, business administration, or a closely related field and five (5) years of professional information technology experience is required, including two (2) years at a supervisory level.

Additional certificates in information technology systems are preferred.

SPECIAL REQUIREMENTS

Possession of and ability to maintain a valid California driver's license.

TOOLS AND EQUIPMENT USED

Common hand and power tools, electronic test equipment, personal computer, phone, and other tools required for repairs and routine maintenance of computer equipment.

PHYSICAL DEMANDS

The physical demands described here 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 functions.

While performing the duties of this job, the employee is required to stoop, balance, crawl, kneel, and use arms, legs and back to occasionally lift and/or move up to 40 lbs. The employee is frequently required to walk, stand, sit, talk and hear, use hands to feel, handle or operate objects, tools, or controls, use a telephone and computer for

extended periods of time; reach with hands and arms. Employee must maintain physical condition appropriate to perform job duties, which may include sitting for long periods of time. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position generally works in an office environment but is sometimes required to make trips to vendor locations, post office, commercial districts, other governmental agencies, and other locations away from the office. The noise level in the work environment is usually quiet, but can be moderately noisy. The work environment requires working in a public setting and occasionally interacting with members of the public.

SELECTION GUIDELINES AND GENERAL INFORMATION

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Effective Date: November 12, 2013

Resolution Number: 2013-95

Revision History: