# INFORMATION TECHNOLOGY MANAGER

**DEFINITION**

Under the general direction of the City Manager, manages, coordinates, performs, and supervises a variety of work activities and duties relative to the operations and maintenance of the City's computers network and application systems; design and maintenance of the City's website; and management and maintenance City assigned telecommunication systems; performs all other related duties as assigned.

**CLASS CHARACTERISTICS**

This classification is distinguished by its responsibilities for the day-to-day management of the operation, maintenance, and support of citywide network and information systems, City website, and telephone, voice mail, and video communication systems. This classification is further distinguished by the highly technical and skilled tasks required to perform the essential duties of the position. Incumbents are expected to independently perform the full scope of assigned duties. Direct supervision is exercised over assigned staff.

**ESSENTIAL DUTIES** – duties may include, but are not limited to the following:

- Manages and coordinates the development, implementation, operation, security, and maintenance of city-wide computer and assigned telecommunications systems, including local and wide area networks, standard and specialized applications, IBM AS/400 platforms, wireless technology, website management, video communications, and citywide telephone hardware and related voicemail applications.

- Develops, or assists with the development and implementation of policies and procedures as they relate to the use, operation, and/or maintenance of information technology and telecommunication systems; provides training and education to staff for related equipment and applications; provides technical support and responds to user inquiries concerning system operations, problems, features, and needs; tracks and coordinates computer and related telecommunication equipment and repair requests.

- Keeps current with changing technologies concerning applications and operations; researches potential hardware and software upgrades and evaluates developing technologies with the intent of fulfilling existing and future needs by considering budgetary and time constraints.

- Recommends hardware software, peripheral equipment, and other related equipment purchases; prepares and evaluates bid proposals, RFP's, specifications, and contracts; monitors vendor contracts to ensure compliance with performance requirements.

- Manages, creates, and maintains information systems security, including creating and monitoring user security access, maintaining current virus protection, spam filter, and firewall applications, and ensuring adequate backup of information systems and databases.

- Oversees the operation of all computer related equipment; consults with manufacturer representatives to define equipment and software needs; installs, configures, troubleshoots, and maintains a wide variety of hardware, software and other related equipment as necessary; coordinates the automation and upgrading of information systems among departments; establishes controls for equipment and software applications, their use, and application to City programs.

- Manages and participates in the design, development, operation, and maintenance of the City's website, including developing website content; ensuring consistency of format and compliance with appropriate policies, guidelines, and standards; and providing technical support and training to staff in the creation and maintenance of department/division web pages.

- Manages and coordinates the operation and maintenance of the City's telephone, mobile phone, pager, and voice mail systems, including coordinating the installation, maintenance, and repairs of communication and voice network related equipment and services, and assisting users with setting up, navigating, and using related communication devices and voice mail.

- Oversees and coordinates the City's video production and operation activities, particularly as it relates to the equipment, assigned personnel, and policies and procedures involved in the recording of municipal meetings to be coordinated with the public access channel, and other assigned special video production projects.

- Assists with and participates in the design, development, maintenance, and troubleshooting of SCADA utility applications and industrial control systems, including functions pertaining to hardware, software, network(s), user interface, and communications equipment.

- Assists with the preparation of and manages the division budget.

- Assigns, directs, and reviews the work of assigned personnel, including providing training, feedback, and direction, motivating employees, and conducting performance evaluations and disciplinary actions.

## REQUIREMENTS

Knowledge of: Principles and techniques of computer systems, applications and systems development; computer system design, analysis, and programming; uses, capabilities, characteristics, and limitations of computer systems and related equipment; backup systems, firewalls, network security considerations and Internet technologies; client/server, local area network, wide area network technology, standard and specialized applications, and wireless technology; professional website creation packages and scripting languages; designing and maintaining governmental websites; systems, equipment, service delivery techniques and practices used in applicable telecommunication activities, including voice data and video network operations; the principals and practices of budget development and administration; the principals and practices of employee supervision, including training, evaluating, and disciplining.

Ability to: Diagnose and troubleshoot hardware and software problems and make necessary modifications; analyze current and future network and telecommunication requirements and needs; learn and apply new technological developments; analyze data and develop logical solutions to problems; recommend and implement appropriate revisions to processes and procedures; develop related training materials and presentations for staff training; design implementation and operational procedures; effectively support department users ranging from novice to advanced level; assist in preparing and administration of assigned budget; provide direct supervision to assigned staff; exercise critical thinking and problem solving skills; communicate effectively, both orally and in

writing; work independently and as a member of a work team; establish and maintain cooperative and effective working relationships with others contacted in the course of work.

## OTHER REQUIREMENTS

- Must possess a valid California Driver's License.

- Must be willing and able to work a flexible and varied work schedule that is often determined by the needs of the systems and operations. This will often include evenings, weekends, and holidays.

## PHYSICAL REQUIREMENTS

This primarily a sedentary office classification, but incumbents must be able to perform the physical aspects of the job, including working in a standard office setting and using standard office equipment, including a computer; operating a motor vehicle, sitting for period of time, prolonged viewing of a computer screen and use of keyboard and mouse; lifting, pulling, dragging, and carrying up to 50 pounds. May occasionally require working in cramped spaces and at heights.

## EXPERIENCE AND TRAINING

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, or a related field; and at least four (4) years progressively responsible experience in information systems management, with a least one (1) year supervisory experience. Experience in website design and management and/or telecommunications systems is desirable.

10/09