

INFORMATION TECHNOLOGY MANAGER
Salary Range: 22 (Management Salary Schedule)

DEFINITION

Under general direction, plans, organizes, directs, and coordinates the programs and activities of the Information Technology Division; develops and administers the division budget; facilitates the Information Technology governance process for technology project submission, selection, and implementation; provides technological support for a variety of business and operational processes to City departments; performs a variety of professional and technical duties including the design, development, testing, implementation, maintenance, administration and support of the technology infrastructure; provides tier 3 technical assistance and training to IT support personnel and City users; manages vendor contracts and works with vendors to resolve hardware and software issues; provides direct administrative and technical support to the Director of Administrative Services; performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a single position management class. The incumbent reports to the Director of Administrative Services and provides the highest level of technical expertise and knowledge in performing network and server systems design, administration and tuning, operating systems programming, and cross-platform system security. The incumbent provides technical leadership, training, and daily supervision to Information Technology Division staff and serves as a technical expert who exercises discretion and has latitude in resolving complex technical issues.

SUPERVISION EXERCISED AND RECEIVED

The incumbent reports to the Director of Administrative Services, and exercises general and direct supervision over assigned staff.

EXAMPLES OF DUTIES, KNOWLEDGE, AND ABILITIES

Duties may include, but are not limited to the following:

- Develops and implements division goals, objectives, policies and procedures.
- Directs, oversees, and participates in the development of the information technology services work plan; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods, and procedures.
- Participates in the development and administration of the division budget.
- Plans, organizes, supervises, and evaluates the activities of professional, technical and administrative staff in the Information Technology Division.
- Conducts staff and safety meetings; participates in management and IT Committee meetings and works with department managers and staff to resolve policy, procedural, and operational issues.
- Coordinates with internal and external customers to identify information technology needs and determines appropriate applications.

- Represents the division and department to outside agencies and organizations; participates in outside community and professional groups and committees; provides technical assistance as necessary.
- Reviews and approves LAN/WAN connectivity solutions to meet departmental and citywide business needs.
- Works with technology staff and outside contractors to develop and provide technology tools to automate or streamline business processes.
- Facilitates the integration of system software and development of internal and external interfaces.
- Develops and monitors Citywide security programs.
- Tracks and documents software product licensing agreements; negotiates and manages contracts and services with vendors.
- Develops project plans, defines project scope and timeline, identifies potential risks, develops contingency plans, provides cost estimates, identifies resource needs, tracks project progress, reviews milestones, resolves issues and conflicts, monitors and manages change, and prepares and presents status reports to management.
- Provides technical support, leadership, and training for IT staff and other users.
- Assists in establishing standards for the use of network system resources.
- Responds to IT related inquiries from outside agencies regarding City activities.
- Develops and maintains technical expertise in assigned areas including awareness of current hardware, software, laws, regulations, and rules.
- Assists with the day to day administration and maintenance of the technology infrastructure and services.
- Performs related or other duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Principles and practices of computer/information technology systems.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and training.
- Principles and practices associated with managing a technology support team and help desk.
- Principles and practices of system application development, maintenance, and support.
- Principles and practices of complex network, telecommunications, and other infrastructure services.
- Principles and practices of complex database administration.
- Principles and practices of advanced project management.
- Principles and practices of organizational analysis and management.
- Budgeting procedures and techniques.
- Pertinent laws, rules, and regulations affecting the activities of City government.
- Modern office procedures and computer equipment.
- Correct English usage, grammar, spelling, and punctuation.

Ability to:

- Plan, organize, supervise, and evaluate the activities of the Information Technology division.
- On a continuous basis, analyze budget and technical reports; interpret and evaluate staff.
- Understand laws, regulations, and codes, resolve department related issues, cite various rules and procedures, and explain and interpret policy.
- Select, train, motivate, and evaluate staff.
- Determine appropriate technology applications and support to City-wide processes and operations.
- Perform the most complex and/or politically sensitive work of the department and utilize discretion in the handling and disclosure of confidential information.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Gain cooperation through discussion and persuasion.
- Interpret and apply City and department policies, procedures, rules, and regulations.
- Prepare and administer a budget.
- Troubleshoot complex technical problems; develop and implement complex technical solutions on multiple hardware and software platforms.
- Communicate effectively and explain software usage to computer users of all skill levels.
- Respond appropriately, effectively and promptly to the needs of internal and external customers using principles of good customer service.
- Train and instruct others in work procedures.
- Utilize discretion in the handling and disclosure of confidential information.
- Organize and set priorities for a variety of projects and tasks in an effective and efficient manner to ensure deadlines are met.
- Prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials.
- Exercise sound independent judgment within established guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Work weekends, evening or standby, as required.
- Meet the physical requirements necessary to safely and effectively perform the assigned duties.

Minimum Qualifications:

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to a Bachelor's degree from an accredited college or university in computer science, information technology, management information services or a closely related field, and eight (8) years of increasingly responsible infrastructure and enterprise applications management experience in an IT environment consisting of multiple platforms, large-scale applications with multiple operating systems with a minimum three (3) years of supervisory or project leader

experience. Additional experience may substitute for the education on a year for year basis.

Microsoft Certified System Engineer (MCSE), VMware Certified Professional (VCP), or Project Management Professional (PMP) certifications are highly desirable.

GENERAL QUALIFICATIONS

License Requirements:

A valid California Class C driver license or higher with a satisfactory driving record is required at the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

Physical Requirements:

The incumbent appointed to this class must be physically able to perform the duties of this position, including the mobility to work in a standard office setting and use standard office equipment, including a computer; the ability to operate a motor vehicle and to visit various City sites and attend off-site meetings; vision to read printed materials and a computer screen; hearing and speech to communicate in person, before groups and over the telephone; finger dexterity to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment; ability to bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information; occasionally lift and carry computer and other equipment, reports and records that typically weigh less than 50 pounds; may move heavy and/or awkward objects to gain access to computer networks.

Working Conditions:

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances, and may interact with upset staff and/or public representatives in interpreting and enforcing departmental policies and procedures. Employees may be required to work on evenings, weekends and holidays, and participates in afterhours on-call assignments.

Adopted: February, 2013

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FLSA: E

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.