

INFORMATION TECHNOLOGY MANAGER

DEFINITION

Under general direction, plans, organizes, leads and monitors programs and activities related to the management of all information technology (IT) systems, including telecommunications, for all City facilities, including City Hall, the Emergency Operations Center, the Fire Marshall's Office and the Golf Resort/Callaway Center/Golf Maintenance Office; manages the effective use of the City's computer, telecommunications and electronic office automation resources to improve organizational productivity, customer service and public access to City information; designs and develops technical architecture plans; administers and monitors provisions of the City's computer contract agreements; and performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

General direction is given by the Finance Director. Provides oversight to contract service providers.

CLASS CHARACTERISTICS

This single-position class manages all City information systems and telecommunications activities, including overall policy development, fiscal management, administration and operation of computer and telecommunications equipment. Responsibilities include performing diverse, specialized and complex policy and technology work involving significant accountability and decision-making responsibility. The incumbent is accountable for accomplishing unit planning and operational goals and objectives and for furthering City goals and objectives within general policy guidelines. This class is distinguished from the Director of Finance in that the latter is the department manager with overall management responsibility for City financial, accounting, revenue management and budget and organization-wide information technology and telecommunications functions.

EXAMPLES OF DUTIES (Illustrative Only)

- Plans and manages the installation of new organization-wide systems and applications; assists operating departments in planning and managing the installation of new systems and applications for more specialized functions.
- Prioritizes and allocates available resources; reviews and evaluates software, hardware and service delivery, makes recommendations for improvement and ensures maximum effective service provision.
- Implements adopted information technology and telecommunications plans, policies and standards, including a sound security policy and security measures.
- Performs departmental and City-wide systems analysis and recommends appropriate solutions for office automation, data processing, communications and other electronic information systems.
- Manages the operation and maintenance of the City's wide area network (WAN) and local area networks (LANs).

- Negotiates and manages contracts for maintenance and support services and oversees the work of independent contractors and consultants.
- Arranges for the acquisition of computer and telecommunications software and hardware.
- Maintains an inventory of the City's MIS resources.
- Coordinates with outside vendor regarding technology support and maintenance for the City's television channel and website.
- Implements ongoing City-wide office automation training and prepares user guides; provides software classes as needed, including training on MS Outlook, Excel, Word, PowerPoint, etc.
- Prepares program budgets and monitors work to ensure that funds and staff time are used effectively and efficiently; analyzes work flow, priorities, staffing levels and makes adjustments when required.
- Provides high-quality internal customer service and performs technical support, installation, maintenance and repair of computers and other information systems equipment, as well as telecommunications equipment, including all City desk and cell phones.
- Monitors changes in regulations and technology that may affect operations; prepares and presents staff reports to City Council; implements policy and procedural changes after approval.
- Assists in developing and administering department and division goals, objectives, policies and procedures.
- Performs special projects, such as technology upgrades for facilities that are being remodeled, etc.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Information technology systems, policies and procedures, including computer networks, mini-computers, telecommunications, copiers and other electronic office automation systems.
- Operating principles and practices of desktop and server hardware and software related to the establishment and maintenance of internal and external networks.
- Terminology, methods, techniques and practices of the operation and maintenance of network and personal computer hardware and software.
- State and federal laws and regulations concerning the operation of computer systems and networks.
- Principles and practices of budget development and administration.
- Principles and practices of contract administration and evaluation.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.

Skill in:

- Advising on the acquisition, design and construction of computer systems and other related equipment.
- Analyzing findings, making recommendations and preparing reports; maintaining organized and detailed records; organizing work, coordinating projects; setting priorities, meeting critical deadlines and following-up on assignments with minimum direction.
- Monitoring complex projects, on-time and within budget.
- Preparing clear and concise reports, correspondence, policies, procedures and other written materials.

- Presenting technical information orally and in writing in a non-technical way for employees, community groups and decision-makers.
- Analyzing and presenting recommendations to City management on vendor products and services.
- Using English effectively to communicate in person, over the telephone and in writing.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Providing exceptional customer service to coworkers, internal customers and the public.

Education and Experience

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from a four-year college or university in computer science, business or public administration or a closely related field and five years of professional information systems management experience, including two years at an administrative or management level, preferably in a governmental or public agency setting.

License:

Must possess and maintain a valid California class C driver's license and a satisfactory driving record.

Physical Demands:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; strength to lift and move computer hardware components weighing up to fifty pounds; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone.

Working Conditions

Must be willing to work overtime and off-shift hours as required to meet peak workload and public meeting needs.