



CLASSIFICATION SPECIFICATION INFORMATION TECHNOLOGY MANAGER

JOB SUMMARY:

Under direct supervision of the Finance Director, the Information Technology Manager plans, develops, coordinates, and implements the City's technology based services; maintains and ensures compliance with service standards; supervises and directs information technology services and functions; and performs other related duties as assigned.

CLASS CHARACTERISTICS:

The Information Technology Manager is responsible for supervising staff engaged in developing and supporting applications, hardware and other technology solutions to meet City operating and business requirements in areas of assigned responsibility. Incumbents may be responsible for ensuring the effective planning and completion of multiple information systems and technology projects of varying size and scope to meet departmental customer requirements.

This class differs from Information Technology Specialist due the level of experience required, complexity of work performed, and level and scope of supervision over staff.

EXAMPLES OF DUTIES:

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

- Supervises, advises and provides assistance to City staff regarding the day-to-day operations, applications, functions, and equipment related to information technology.
- Supervises and participates in the training of City personnel in the application of hardware and software related to information technology.
- Provides leadership for application systems selection and implementation teams. Coordinates the implementation of new services and expanded system capabilities.
- Researches and evaluates hardware and software and makes recommendations to address technology related issues, purchase of equipment and applications. Coordinates installation and assists in ongoing maintenance and development of programs.
- Manages information technology related operations, oversees application and data security, ensures disaster recovery procedures are in place and functioning properly, and assures compliance with information technology policies and procedures.
- Develops and administers the information technology division budget and master plan; makes projections related to information technology needs, equipment, etc.; monitors expenditures; prepares formal bids and requests for proposals; negotiates contracts with vendors, oversees and controls contract expenditures.
- Coordinates activities with other departments, and/or outside agencies; coordinates web site design, administration, and maintenance; and responds to customer inquiries.
- Understands industry best practices and utilizes best practice methodologies to guide information technology procurement, project management and operations.

- Maintains an inventory of all applications, software and information technology assets and their corresponding contracts and agreements.
- Provides supervision and training to subordinate staff; prepares work schedules; determines work procedures and issues written and verbal instructions; manages performance of subordinate staff; and prepares and administers performance evaluations.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:**Knowledge of:**

- Principles, practices and techniques of information systems management.
- Systems Development Life Cycle methods and standards.
- Network architectures and design principles and methods.
- Database management systems and software.
- Enterprise network security management design principles and practices and related methodologies, tools and software.
- Disaster planning and business recovery concepts and techniques.
- Web technologies and design concepts and web- and mobile-enabled application design.
- Systems integration and optimization design concepts and techniques.
- Principles and practices of sound business communication.
- Principles and practices of public administration, including budgeting, purchasing and maintenance of public records.
- Research methods and analysis techniques.
- Principles and practices of effective management and supervision.
- City human resources policies and labor contract provisions.

Skills/Abilities:

- Serve as a subject matter expert in designated function.
- Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
- Perform project management responsibilities, including developing logical and efficient project plans, establishing priorities, monitoring and managing task completion, anticipating and avoiding problems and working collaboratively and cooperatively with team members and user groups to ensure project accountability.
- Represent the City effectively in dealings with contractors, consultants, vendors and representatives of other agencies.
- Organize, set priorities and exercise expert independent judgment within areas of responsibility.
- Correctly interpret and apply general administrative and department policies and procedures.
- Analyze situations carefully and adopt effective courses of action;
- Communicate clearly and concisely both orally and in writing, which includes using tact and discretion in dealing with sensitive situations and concerned people and customers.
- Understand and follow oral and written directions as provided;

- Work with minimum supervision;
- Create and edit a variety of documents;
- Organize and maintain office and specialized files.
- Plan, organize, train, and manage the work of assigned staff; resolve grievances and complaints; and establish and maintain an effective working relationship with fellow employees, the public, elected officials, and other departments and outside agencies.

Education and Experience:

Any combination of experience and education may be considered. A typical way to obtain the knowledge, skills, and abilities would be:

- A bachelor's degree from an accredited college in computer science, management information systems, or related field is required.
- Five years of information technology experience, including at least one year of supervisory experience.

Licenses and Certifications:

- Possession of a valid Class C California Driver's License and ability to maintain a satisfactory driving record are required.

PHYSICAL DEMANDS:

- While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk or hear; use hands to finger, handle, feel or operate objects, tools or controls; reach with hands and arms; perform repetitive movements of hands or wrists; and stoop, kneel, bend at the waist, crouch or crawl. The employee is frequently required to lift up to 25 pounds unaided.
- Specific vision abilities required for this job include close vision, color vision and the ability to adjust focus.

WORK ENVIRONMENT:

- Employee generally works indoors. Environment is generally clean with limited exposure to conditions such as dust, fumes, or odors. Noise level in the work environment is usually moderate but the employee may occasionally be exposed to loud talking and interruptions from telephones and/or members of the public.

NOTE:

The duties, skills, and demands described here are representative of those that must be met to successfully perform the essential functions of the job. When appropriate, reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Established Date: July 20, 2021