

## INFORMATION TECHNOLOGY MANAGER

### **Job Summary:**

Under general direction of the City Manager, plans, organizes, implements and directs the design, operation, coordination, maintenance and installation of the city's information technology and telecommunication systems and facilities; and performs other related duties as required.

### **Essential Duties and Responsibilities:**

(These functions are representative and may not be present in all positions in the class. Management reserves the right to add, modify, change or rescind related duties and work assignments.)

1. Plans, organizes, staffs, directs, and controls the city's information technology and telecommunications systems.
2. Directs and participates in feasibility studies and troubleshoots technical problems to determine present and future hardware and software requirements.
3. Meets with various users to coordinate and assist in the evaluation, development, and improvement of new, existing system applications, telecommunications and cable TV technology.
4. Oversees and works with staff to develop, maintain, and operate complex server and microcomputer networks using, but not limited to, a 10Base-T topology running Transmission Control Protocol/Internet Protocol (TCP/IP), Internet Packet Exchange/Sequence Packet Exchange (IPX/SPX) and Apple Talk on fiber and Ethernet backbones.
5. Evaluates, negotiates, makes recommendation, implements, and administers purchase orders and contracts.
6. Maintains current knowledge in the field of Information Technology and telecommunications.
7. Prepares and manages the division's annual budget.
8. Directs the preparation and review of staff reports, letters, memos, and/or other related correspondence.
9. Interviews candidates and makes hiring recommendation for subordinate positions.
10. Assigns projects, monitors activities to ensure quality and accuracy of work.
11. Supervises, prepares performance evaluations, commendations, or disciplinary actions for assigned staff.
12. Participates as lead staff and member of the City's Emergency Response Team.
13. Develops policies and procedures regarding the use of the City's information and telecommunication systems.
14. Oversees the training of citywide staff of current and new information and telecommunication programs, equipment, hardware, and software.
15. Performs related duties as required.

### **Qualification Guidelines**

A typical way to obtain the requisite qualifications to perform the duties of this class is as follows:

**Education and/or Experience**

Bachelor's degree in Business Administration, Computer Information Systems, Telecommunication Management or Information Technology and four (4) years experience in an administrative or management capacity responsible for planning, organizing, and implementing information system program and projects, including supervising staff. Experience and/or education in a related field may be substituted on a year for year basis.

**Knowledge of:**

- Municipal Fiber Network.
- Current information services technology, telecommunication technology; wireless technology and network, and cable TV technology.
- Functions and operations within area of responsibility.
- Mainframe /stand-alone/single platform computer environment.
- OS software; back-up and recovery utilities.
- Network, multi-user, single platform mid-range (e.g. UNIX/NT/VMS, LAN/WAN) systems.
- Multifaceted and technically sophisticated projects and on-going operations.
- Management, administration, training, supervision, and performance evaluation techniques.
- General record keeping practices.
- Basic budgeting practices and procedures.
- Basic purchasing practices and contract administration.
- Research and analytical methods.
- Personal computer software and hardware.
- Office practices and procedures.
- Effective methods of report writing and presentation.
- Cost analysis.
- Principles of confidentiality.

**Skill and/or Ability to:**

- Develop strategic plans for operation and growth.
- Analyze organizational needs, existing and emerging technology, and costs/benefits.
- Maintain knowledge of emerging technology as well as understanding applicability of new technology to operations.
- Formulate, implement and monitor section policies, procedures, standards and long and short-range plans.
- Use of OEM, 3<sup>rd</sup> party tools and native scripts/language to perform upgrades, tuning, and security administration.
- Install, configure, develop, enhance and maintain third party application software that is not common off the shelf (COTS) software.
- Supervise, direct, and evaluate staff.
- Identify and analyze problems and take effective corrective action.
- Effectively communicate orally and in writing.
- Maintain accurate records and prepare clear and concise reports.
- Establish and maintain effective working relationship with others.
- Make effective oral presentations.

**License:**

Possession of a valid California Class C driver's license. Employees in this classification will be enrolled in the Department of Motor vehicles (DMV) Government Employer Pull Notice program, which confirms possession of a valid driver's license and reflects the driving record.

**Physical Requirements and Working Conditions:**

Employee accommodations for physical and mental disabilities will be considered on a case-by-case basis. Positions in this class normally:

- Require to respond to emergency situations.
- Require vision (which may be corrected) to read small print.
- Perform work, which is primarily sedentary.
- Require the mobility to stand, stoop, reach, and bend.
- Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Operate a personal computer and other office equipment.
- Perform lifting, pushing, and/or pulling which does not exceed 50 pounds and is an infrequent aspect of the job.
- May be required to use City and/or personal vehicle in the course of employment.
- May be required to attend periodic evening meetings and/or travel within and out of City boundaries to attend meetings.
- Require the ability to stand for long periods.
- May be required to work evenings, or weekends.