



June 2023
FLSA: Exempt

INFORMATION TECHNOLOGY MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff performing professional, technical, and administrative support related to all programs and activities of the City's information technology systems; administers short and long-range planning activities; manages the effective use of resources to improve organizational productivity and customer service; provides complex and responsible support to the City Manager in areas of expertise; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Administrative Services Director. Exercises direct and general supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating the day-to-day operations of the City's information technology systems. Responsibilities include developing and implementing policies and procedures for assigned programs, budget administration and reporting, and program evaluation. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, operations, and activities of the City's information technology systems and services, including the installation, maintenance, and upgrade of the local area network, required hardware and software, infrastructure, security, personal computers, geographic information systems (GIS), and communications systems such as computer aided dispatch (CAD).
- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within division policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development, administration, and oversight of division budgets.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative, and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the City Manager.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends discipline to the City Manager.
- Manages and participates in the administration and maintenance of the City's information technology infrastructure; evaluates, selects, and recommends City-wide computer purchases; develops long-term information systems strategies to plan for and control network upgrades and growth; evaluates and

- recommends new technologies; and encourages innovation among technical staff in the utilization and implementation of ideas and techniques.
- Assists the City Manager with special projects as assigned; participates in deliberations to address City operational issues as they relate to information technology, and in the development of management recommendations for consideration by the City Manager, and City Council.
 - Ensures the security integrity of the information services infrastructure; analyzes business operations and possible cyber security threats.
 - Negotiates and administers contracts with private vendors to provide City services.
 - Resolves computer system related problems as they occur; provides direction and technical supervision to internal staff and external consultants whose work involves network systems related tasks and work methods.
 - Identifies and proposes network services projects appropriate for contract delivery; negotiates service contracts and computer hardware pricing with vendors; oversees contract preparation and completion of work.
 - Provides staff assistance to the City Manager; prepares and presents staff reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.
 - Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.
 - Implements adopted information technology strategic plans, policies, and standards.
 - Attends and participates in professional group meetings; stays abreast of new trends and innovations in information technology; research emerging products and enhancements and their applicability to City needs.
 - Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
 - Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
 - Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Information technology systems, database management, policies, and procedures, including computer networks, personal computers, telecommunications, copiers, and other electronic office automation systems.
- Hardware and software characteristics of various computer systems and a general understanding of system features and their integration capabilities.
- Systems design and development process, including requirements analysis, feasibility studies, software design, programming, beta testing, installation, evaluation, and operational management.
- Hardware and software security controls and risk management including access control; business continuity and disaster recovery planning; cryptography; legal regulations, investigations, and compliance; some physical (environmental) security; security architecture and design, telecommunications, and network security.
- Principles and practices of budget development and administration.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to municipal information technology operations.

- Principles and practices of contract administration and evaluation.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Record keeping principles and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Provide administrative, management, and professional leadership for the City's Information Technology systems and programs.
- Provide administrative and professional leadership and direction for the division and the City.
- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Organize, manage, implement, and maintain efficient and effective automated systems to ensure the reliability and integrity of the computer infrastructure.
- Manage and monitor complex projects, on-time, and within budget.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the division and the City in meetings with individuals; governmental agencies; community groups; various business, professional, and regulatory organizations.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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 in computer science, information systems management, or a related field and five (5) years of experience in the development and administration of computer systems, telecommunication systems, and local area networks, including two (2) years of lead experience.

Licenses and Certifications:

- Possession of, or the ability to obtain, a valid Class C California driver's license upon appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.