



## **INFORMATION TECHNOLOGY MANAGER**

### **DEFINITION**

To plan, organize, and manage all Information Technology functions for the City. Under general direction, to plan, organize, manage, and supervise the efforts of the Information Technology Division; develop and administer the division budget; and to perform a variety of professional, technical, and systems programming and/or network administration duties involving the design, development, testing, implementation, maintenance, and support of the software and hardware infrastructure and connectivity capability between different platforms that manage information technology resources and/or support the execution of automated applications; to provide Tier 3 technical assistance and training to IT support personnel and City users; to work with vendors to resolve hardware and software issues, and perform software and hardware upgrades; to participate in the maintenance and security of City web services; and to perform related work as required. Advise City departments, the City Manager, and City Council on all areas related to Technology Services design, acquisition, maintenance, and support.

### **SUPERVISION RECEIVED AND EXERCISED**

General direction is provided by the City Manager or his/her designee. Responsibilities include the direct or indirect supervision of professional, technical, and clerical personnel. Exercises discretion and independent judgment with respect to assigned duties.

### **EXAMPLES OF DUTIES**

The following are typical illustrations of duties encompassed by the job class; not an all-inclusive or limiting list:

#### **ESSENTIAL JOB FUNCTIONS:**

Manage the design, acquisition, implementation, operation and maintenance of all technology systems and services within the City's technology infrastructure, including voice and data communications, networking components, computer hardware and software, operating systems, database and Geographic Information Systems, Internet-based services (including web site and e-Commerce functionality), and audio/video systems. Configure, troubleshoot and perform maintenance on server and disk storage systems, firewalls, switches, and related equipment. Develop and implement a disaster recovery plan. Identify and manage Citywide and/or large scale network needs through workload forecasting, response time evaluation, LAN/WAN throughput analysis. Define, design and implement LAN/WAN connectivity solutions to meet departmental and citywide business needs. Manage users and groups, e-mail accounts, logon scripts, group policies, and

access permissions. Monitor server logs and performance data, and configure servers and networks to maximize performance. Provide technical support, leadership and training for IT staff and other users. Conduct comprehensive feasibility studies, business process analyses and detailed technical designs. Develop and monitor Citywide security programs; implement and monitor security tools. Collaborate with City departments to develop and implement a comprehensive, long range strategic technology plan for the City. Establish processes, procedures, standards and priorities for Technology Services projects, resources, and acquisitions.. Evaluate and recommend vendor hardware and software products for purchase; coordinate problem resolution with outside vendors and outside consultants; track and document software product licensing agreements; manages maintenance contracts. Plan, organize, and supervise the activities of Information Technology Division staff. Participate in the development and administration of the division budget. Participate in management and IT Committee meetings and work with department managers and staff to resolve policy, procedural, or operational issues. Respond to IT related inquiries from outside agencies regarding City activities. Regular, predictable, consistent and timely attendance is an essential function of the position, in that the failure of such attendance undermines the City's ability to provide critical services to employees, department and the public.

**OTHER JOB FUNCTIONS:**

Administer contracts with external service providers. Develop project plans, define project scope and timeline, identifies potential risks, develops contingency plans, provide cost estimates, identify resource needs, tracks project progress, reviews milestones, resolve issues and conflicts, monitor and manages change, and prepare and present status reports to management. Promote safety in the workplace. Ensure City-wide adherence to security and data confidentiality guidelines. Serve in a stand-by status after regular working hours and respond to emergency call-outs as needed. Make independent decisions on actions to be taken during a call-back. Identify, coordinate and provide information technology training to city staff to improve operational business processes. Builds and maintain positive working relationships with city staff and the public using good customer service principles. Monitor personnel to ensure their use of good customer service principles. Prepare and deliver professional reports, correspondence and memoranda as required. Perform related duties as assigned.

**QUALIFICATIONS:**

**Knowledge of:**

Current computer industry technology, practices, trends and terminology (including communications and computer system operations, administration, maintenance and networking). Operation and maintenance of technology components including switches, routers, firewalls, servers, ,Storage Area Networks, (SAN's) computers, workstations, terminals, printers, monitors, hard drives, video cards, memory, modems and related software such as operating systems, relational databases, word processing, spreadsheet, Internet browsers and utilities. Principles,

procedures, practices, and techniques related to complex data processing operations in a networked computing environment. Methodology for business process analysis, systems analysis and design, project management/implementation and software development/maintenance. System implementation, administration and maintenance of client-server hardware, network operating systems, communication devices, Internet capabilities and wireless technology. Principles, practices and techniques related to database management, geography/cartography and GIS application/design. Knowledge of network routing and switching protocols, and network file systems, Active Directory, Group Policy, Microsoft SQL database servers, File, Print, and Application servers. Infrastructure services including but not limited to Domain Authentication, DNS, WINS, DHCP, SMTP, Distributed File System, VSS, Web servers, FTP Microsoft Exchange servers, traffic analysis, and SPAM firewalls. Implementation and maintenance of Internet capabilities through web page development, programming languages, graphics programs, and other utilities. Operation and configuration of video conferencing, video and sound systems, projectors and other equipment used for presentation capabilities. Principles and practices of business administration, organization, planning and budgeting. Basic principles and practices of governmental accounting and auditing procedures along with their application to municipal operations. Research, business letter writing and basic report preparation. Safe work practices. Job planning, prioritizing and scheduling. Supervisory and personnel management duties and responsibilities.

**Skill to:**

Plan, organize, design, and evaluate technology services and activities. Analyze situations, identify problems, reason logically and creatively, make decisions, and take appropriate action. Prepare accurate correspondence, reports, maps, diagrams, graphs, charts, exhibits, displays and other descriptive material. Supervise, train, plan, organize, schedule, assign, review and evaluate the work of assigned staff to most effectively meet the needs of the City. Collect, organize and analyze data. Develop cooperative relations with other City departments, businesses, and the general public. Lead and/or participate in the City's continuous improvement efforts to ensure high value for customers served at minimum cost. Prepare and maintain complete files, records and documentation of work performed.

**Ability to:**

Select, train, motivate and evaluate staff, troubleshoot complex technical problems. Plan, organize, supervise, and evaluate the activities of the Information Technology division. Manage the operation and maintenance of a wide variety of technology systems. Communicate effectively, both orally and in writing. Learn the functions of various City departments and divisions Establish and maintain cooperative working relationships with those contacted in the performance of required duties. Organize and prioritize work, and meet critical time deadlines. Participate in the preparation and administration of assigned budgets. Prepare and maintain complete files, records and documentation of work performed. Perform duties independently and with minimal supervision.

## **MINIMUM EDUCATION AND EXPERIENCE:**

### **Education:**

Bachelor's Degree from an accredited college or university with major course work in computer science, information technology or a closely related field. Master's Degree or advanced technical certification desired.

### **Experience:**

Seven (7) years of increasingly responsible experience in governmental or private sector operations, including responsibility for complex and sophisticated technology operations, to include, networking, design, programming and systems development, including a minimum of three (3) years in a supervisory capacity.

### **License or Certificate:**

Possession of a valid California Driver's License.

## **ADA COMPLIANCE**

**Physical Ability:** Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

**Heavy Work:** Exerting in excess of 50 pounds of force occasionally, and/or in excess of 20 pounds of force constantly to move objects.

### **Other Requirements:**

**Sensory Requirements:** Requires the ability to recognize and identify similarities and differences between shade, degree or value of colors, shapes, sounds, forms, textures or physical appearance associated with objects and people.

**Environmental Factors:** May be subjected to moving mechanical parts, electrical currents, vibrations, fumes, odors, dusts, gases, poor ventilation, chemicals, oils, extreme temperatures, work space restrictions, intense noises, and environmental dangers.

Council Action: