

**INFORMATION TECHNOLOGY MANAGER**

**DEFINITION**

The Information Technology Manager manages professional and technical staff involved with systems analysis, systems programming/systems administration, programming, customer support; prepares information technology studies and reports; assists in development and implementation of goals and policies; supervises and assists in preparation of budgets and equipment acquisition programs.

**ESSENTIAL FUNCTIONS**

These functions may not be present in all positions in multiple position classes. When a position is to be filled, the essential functions will be noted in the announcement of position availability.

Manages, trains, and evaluates professional and technical subordinates; provides technical advice and assistance to staff.

Manages the development of plans and estimates for systems development and major enhancements of the City's information technology systems; manages and participates in the preparation of special information technology studies and reports.

Assists in the development and implementation of goals, objectives, policies, and priorities for an information technology division; assists in the preparation and administration of division budget; manages and participates in the preparation of equipment acquisition and improvement programs and budgets.

Establish program and production goals, priorities and major work schedules in accordance with established policies.

Coordinate resolution of complex and technical problems and system changes that affect the work of the division.

Confers with others regarding project priorities and progress; participates in planning, progress and design review meetings; provides technical assistance to resolve barriers to completion.

Reviews and approves programming, systems development and systems enhancement plans, work orders, consultant and related bills and purchase orders; prepares and monitors consultant agreements, reviews new and proposed laws, regulations, codes, methods, materials and technique for application to projects; develops and implements procedures, standards and systems.

Participates in committees and work groups; may lead or participate in planning or focus groups; may represent the department; prepares comprehensive technical and statistical reports; maintains a variety of records and technical data.

Operates the City mini/mainframe computers; schedules and runs jobs; maintains security of the computer system; operates auxiliary and peripheral equipment; performs routine equipment maintenance.

Operates, coordinates and maintains the City's Geographic Information Systems; gathers and integrates GIS data with other systems and databases; identifies and purchases compatible data from existing resources; designs, builds and publishes custom maps; provides technical information to developers, contractors, architects and the public.

Maintains, enhances and upgrades the City's Local and Wide Area Networks; manages disk space, automates reporting processes and programs custom reports for individual departments; ensures data integrity and security; runs, bursts and distributes reports for individual departments and maintains and backs up systems.

Evaluates and installs new software and upgrades on existing software; evaluates and installs new hardware upgrades; configures new systems' printers and monitors.

Maintains, enhances and upgrades the City's web site; responds to, diagnoses and repairs telephone related problems.

Researches new computer technologies for City application and recommends systems, hardware, software, and peripherals.

Performs related or other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge, Skills and Abilities**

Knowledge of Windows and Linux based operating systems, current server and desktop virtualization technologies operations and maintenance of mini and mainframe computers, and Local and Wide Area Networks. Computer programming and languages. GIS software and technical applications, design, development, and programming of GIS applications and databases. Standard personal computer software packages for word processing, spreadsheets, and database applications.

Skilled in problem solving utilizing limited resources. Use of computers, computer applications, and software, including computer-based research tools. Project planning and management techniques relating to the development, acquisition and installation of information technology and budgeting.

Ability to analyze complex procedures and data and develop logical conclusions; translate problem statements into programs and solutions; work effectively with all levels of City employees, City Council members, and the Public. Manage, plan, assign, and supervise the work of a diverse staff in the accomplishment of multiple projects. Establish and maintain effective working relationships within various work groups. Manage multiple technical projects and adhere to deadlines. Use a variety of automated computer hardware and software systems. Communicate effectively, verbally and in writing.

Exercise analytical skills in providing fact-based details to support ideas, recommendations, and analysis.

Coordinate within own department and across departments to identify opportunities for shared use of information systems and technologies.

### **Education and/or Experience**

Any combination of education and experience that would likely provide the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:

#### **Experience**

Four years of progressively responsible experience in the fields of systems analysis, systems programming, network administration, application programming, customer support, computer operations or similar field in a multi-platform information systems environment.

#### **Education**

An Associate's degree from an accredited college or university with a major in computer science, information systems, business information systems, business administration or a closely related field.

#### **Substitutions**

Additional qualifying experience may substitute for education. Professional certification in one or more fields of information technology may substitute for some education or experience

#### **Special Requirements**

Possession of a valid Class "C" California Driver license. Must have and maintain a satisfactory driving record and be insurable to operate City vehicles.

**PHYSICAL PROFILE:** Category I; 4,7,12.

**GRADE:**