INFORMATION TECHNOLOGY MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff performing difficult and complex technical support related to all of the City's information technology programs, including the installation, maintenance, and upgrade of networks, required hardware and software, infrastructure, personal computers, security systems, and communications and audiovisual systems and equipment; administers short and long-range planning activities; manages the effective use of resources to improve organizational productivity and customer service; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Chief of Police. Exercises general supervision over technical staff.

CLASS CHARACTERISTICS

This is a management classification that manages all information technology activities in the City. The incumbent organizes and oversees day-to-day computer hardware, software, networks, and other information and communications systems operations and maintenance. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing technical support. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work with that of other departments and outside agencies.

EXAMPLES OF ESSENTIAL 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 Information Technology Division, including the installation, maintenance, and upgrade of networks, required hardware and software, infrastructure, personal computers, security systems, and communications and audiovisual systems and equipment.

➢ Develops and implements goals, objectives, policies, and priorities for the department; recommends, within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.

➢ Participates in the development, administration, and oversight of the division budget.

➢ 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 Chief of Police.

➢ Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends discipline to the Chief.

➢ 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.

➢ Develops and implements adopted information technology strategic plans, policies, and standards.
➢ 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.
➢ Identifies and proposes information technology projects; serves as project manager including performing requirements analysis, feasibility studies, software and hardware selection, testing, and installation, evaluation, and operational management.
➢ Negotiates and administers contracts with private vendors to provide City services; oversees contract preparation and completion of work.
➢ 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.
➢ Provides high-quality internal customer service and performs technical support, installation, maintenance, and repair of computers, networks, and other information systems, and telecommunications and audiovisual systems and equipment; develops instructional documentation and provides training to staff as required.
➢ Performs server back-ups and disaster recovery processes; oversees website usability and design.
➢ Implements and troubleshoots the communications infrastructure to the Emergency Operations Center.
➢ Provides highly complex staff assistance to the Chief of Police; prepares and presents staff reports and other necessary correspondence related to assigned activities and services; presents reports to the City Manager, City Council, and other commissions, committees, and boards.
➢ Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.
➢ Attends and participates in professional group meetings; stays abreast of new trends and innovations in information technology; researches 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 duties as assigned.

QUALIFICATIONS

Knowledge of:

➢ Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
➢ Information technology systems, database management, policies and procedures, including computer networks, personal computers, telecommunications, and other systems.
➢ Hardware and software characteristics of various computer systems and a general understanding of system features and their integration capabilities.
➢ Systems development and project management process, including requirements analysis, feasibility studies, software and hardware selection, testing, and installation, evaluation, and operational management.
➢ Principles and practices of budget development and administration.
➢ Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.

➢ Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to municipal information technology operations.
➢ Organization and management practices as applied to the development, analysis, and evaluation of programs and operational needs of the assigned divisions.
➢ 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.
➢ Modern office practices, methods, and computer equipment and applications related to the work.
➢ English usage, grammar, spelling, vocabulary, and punctuation.
➢ Techniques for effectively representing the City in contacts with various business and professional organizations.
➢ Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

➢ Recommend and implement goals, objectives, and practices for providing effective and efficient services.
➢ Organize, manage, implement, and maintain efficient and effective information technology systems to ensure the reliability and integrity of the computer infrastructure.
➢ Manage and monitor complex projects, on-time, and within budget.
➢ Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
➢ Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
➢ Evaluate and develop improvements in operations, procedures, policies, or methods.
➢ 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.
➢ Effectively represent the division and the City in meetings with various businesses and professional organizations and in meetings with individuals.
➢ Establish and maintain a variety of filing, record keeping, and tracking systems.
➢ Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
➢ Operate modern office equipment including computer equipment and specialized software applications programs.
➢ Use English effectively to communicate in person, over the telephone, and in writing.
➢ 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 graduation from an accredited four-year college or university with major coursework in computer science, management information technology, or a related field and five (5) years of experience in the development and administration of computer systems, telecommunication systems, and networks, including two (2) years of supervisory experience.

Licenses and Certifications:

➢ Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
➢ Possession of, or ability to obtain, valid Microsoft Certified Professional and CompTIA A+ certifications.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although 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, reach, 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 weighing up to 40 pounds.

ENVIRONMENTAL ELEMENTS

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.