

INFORMATION TECHNOLOGY MANAGER

DEFINITION

To plan, organize, direct and supervise assigned operations that may include department administrative functions, customer service, citywide audio/visual and broadcast technology, network infrastructure/telecommunications, application support, geographic information systems, and public safety applications including related mobile connectivity and support within the Technology Services Department; and to perform a variety of technical tasks relative to assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS

This is a mid-management classification with responsibility for an assigned program area within the Technology Services Department. Positions in this classification will be assigned to one of the following program areas: Customer Support, Public Safety or Infrastructure.

SUPERVISION RECEIVED

Receives general direction from the Director of Information Technology.

SUPERVISION EXERCISED

Exercises direct supervision over assigned professional and technical personnel.

ESSENTIAL DUTIES

Duties may include, but are not limited to, the following:

Recommends and assists in the implementation of goals and objectives.

Establishes schedules and methods for assigned operations.

Implements departmental policies and procedures.

Plans, prioritizes, assigns, and reviews the work of staff involved in assigned activities.
Evaluates operations and activities of assigned responsibilities.

Recommends improvements and modifications to database and systems development.

Prepares various reports on operations and activities.

ESSENTIAL DUTIES (continued)

Participates in budget preparation and administration by preparing cost estimates for budget recommendations, submitting justifications for staff, supplies, equipment, services, and capital improvements, and monitoring and controlling expenditures.

Participates in the selection of staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures.

Prepares or assists in development of strategic plans related to area of responsibility.

Prepares requests for proposals for services and equipment and assists in developing selection criteria.

Oversees customer service operations including City and Public Safety help desk activities.

Manages day-to-day operations of City's government access channel and related technology.

Oversees development and maintenance of citywide technology infrastructure, including Internet, intranet and web-based applications, and systems disaster recovery and data security methods and procedures.

Oversees development, implementation and maintenance of computer applications and related systems on a citywide basis.

Purchases and manages the deployment and maintenance of City desktop, notebook and tablet computers.

Purchases and manages the deployment and maintenance of City conference room and council chamber audio/visual, teleconference and broadcast technology.

Oversees public safety computer systems and applications, including purchasing, configuration and maintenance of mobile data computers and related wireless network connectivity.

Represents the department in communication with internal department directors as well as outside agencies and organizations.

Answers questions and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaints.

Builds and maintains positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Performs related work as necessary.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of computer technology and information systems.

Principles, practices, methods, terminology, and trends in telecommunication operations, data networks and telephone systems.

Principles and practices of technology infrastructure development and maintenance including systems disaster recovery and data security methods and procedures.

Principles, practices, methods, terminology and trends in audio/visual, teleconference and broadcast technologies.

Principles and techniques of systems analysis and programming; operating principles, methods, practices and limitations of application systems, computers and related equipment.

Principles and practices of supervision, training and performance evaluations.

Principles and practices of budget monitoring.

Principles and practices of safety management.

Pertinent local, State and Federal laws, ordinances and rules.

Ability to:

Organize, implement and direct assigned computer operations/activities.

On a continuous basis, know and understand all aspects of the job.

Intermittently analyze work papers, reports and special projects.

Identify and interpret technical and numerical information.

Observe and problem solve operational and technical policy and procedures.

Interpret and explain pertinent department and City policies and procedures.

Assist in the development and monitoring of an assigned program budget.

Develop and recommend policies and procedures related to assigned operations.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued)

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Work weekends and/or evenings as required.

Supervise, train and evaluate assigned staff.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and training that could likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience: Three (3) years of increasingly responsible experience in computer applications development and implementation, including one (1) year providing technical and functional supervision over assigned personnel.

Education: Equivalent to a Bachelor's degree from an accredited college or university in computer science, information systems, or a related field.

Licenses and Certificates: Possess and maintain a valid California Class C Driver's License.

SPECIAL REQUIREMENTS:

Essential duties require the mental and/or physical ability to: work in a standard office environment; travel to various locations to conduct City business during day and evening hours, including occasional weekend and irregular hours; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; stand, walk, reach, bend and safely lift and move equipment and materials weighing up to 35 pounds; converse by telephone, by email, in person, to small or large groups, and be clearly understood; read and comprehend technical and complex documents; interact with the public and all different levels of City staff in an effective and professional manner; and safely lift, carry and maneuver office supplies and equipment, such as a lap top, documents, or other information technology related materials, weighing up to 35 pounds. Essential functions must be performed with or without reasonable accommodation.

PROBATIONARY PERIOD: One (1) Year

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APP GROUP: 2

FPPC STATUS: Designated

FLSA STATUS: Exempt