



Information Technology Manager

Summary

Plan, organize, manage, and direct the staff, operations, maintenance, and services of the Information Technology Division, including management and operations for administrative applications for the City and complex systems analysis to determine user needs and alternative solutions; oversee computer and telecommunication technology strategic planning and deployment.

Class Characteristics

Administrative direction is provided by the Director of Economic Development and Open Government; responsibilities include the direct and indirect supervision of lower level professional, technical, and/or support staff.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Duties:

Plan, organize, manage, and direct the operations, maintenance, and services of the Information Technology Division.

Supervise personnel, allocate work, and resolve problems; inspire a positive work environment; evaluate performance and make recommendations for personnel actions.

Develop and improve customer relationships with all City departments.

Coordinate and oversee the development and implementation of short and long range planning related to the City's technology, including data processing and information systems, telecommunications, hardware replacement, internet connectivity and web presence, radio systems, alarm and signaling systems, energy management monitoring and controls, data acquisition and control systems and audio/video systems, and electrical power.

Ensure that acquisition of hardware and software is consistent with the City's overall computerization planning and strategy.

Estimate job costs, set priorities, and coordinate equipment and software compatibility.

Manage contractors and consultants that provide information technology related services to the City; dispatch appropriate contractors in response to problems with non-computing technology systems.

Develop and maintain policies, equipment, and system standards and procedures applicable to the operation of the City's technology and the division.

Advise departments of potential hardware or software applicability, problems, and suitability.

Work with City departments proactively to identify and prioritize purchased or leased hardware and software, computing, and related services.

Assure Help Desk request are addressed timely and to the satisfaction of the user.

Serve as staff liaison to the Technology Advisory Committee.

Work with members of the community on City-community joint technology efforts (e.g., security cameras, web site work).

Maintain current knowledge of changes, trends, and advances in software and hardware technology and make necessary recommendations for system and software enhancements and/or modifications given available resources and user needs.

Assure all City data, databases, servers, and any and all information is stored and protected with regular, redundant, and multi-location back-up procedures.

Develop and monitor the information technology budget.

Identify and implement the most efficient and effective means to ensure adequate network, computing, and storage capacity.

Identify security problems to ensure integrity of the City's data and networked computing environment to ensure data privacy and to protect the City's investment in technology.

Recommend and coordinate City-wide employee training in computer usage and applications.

Work with PCA to implement City communications goals using public resources.

Perform related duties as assigned.

Skills/Abilities:

Plan, manage, and direct the City's technology equipment, services, and functions.

Strong customer service skills managing competing interests and limited resources.

Analyze complex technical problems, evaluate alternatives, and recommend effective solutions.

Prepare accurate reports of operations and develop specialized information as required.

Exercise sound independent judgment within established policy and procedural guidelines.

Troubleshoot software and hardware problems in a complex networked computer environment.

Diagnose problems with non-computer systems electrical power, radio, signaling, and audio/video systems.

Perform vendor and contract management.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Communicate clearly and concisely, both orally and in writing.

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

Physical Demands and Work Environment:

On a continuous basis, sit at a desk for long periods of time; intermittently stand, bend, squat, climb, kneel, and twist while working on computer equipment, peripherals, and other ancillary equipment; climb ladders; climb under desks; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use various hand tools and testing equipment in repair, adjustment, or problem identification of computers and related equipment; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 50 pounds or less. The employee frequently (daily) works with use of vehicle. The employee is occasionally exposed to fumes or airborne particles. The noise level in the work environment is usually moderate.

Qualifications

Knowledge of:

Principles and practices of employee supervision, including work planning, review, and evaluation.

Principles and methods of systems analysis and data base management.

Principles and practices of business processes, including workflow, dataflow, and efficiency.

Principles and practices of radios, including transmission, antennae, signal strength, links, radiation patterns, and repeaters/voters.

Types and purposes of audio/video equipment, including file types, compression, signal and cable types, and conversions.

Principles and operations of a complex networked computing environment, including web servers, databases, internet connectivity, and wide area network technologies.

Operating system software, database software, utility software, and other software tools for daily administrative operations.

Basic computer maintenance and diagnostic principles and practices.

Hardware and software for personal, departmental, and enterprise computer business applications.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, file sharing systems, and databases.

Education and Experience

Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education:

A Bachelor's degree with major course work in data processing, electrical engineering, computer science, or a related field.

Experience:

Five years of progressively responsible, professional experience in data processing, including systems analysis and three years experience in a supervisory capacity. Professional public sector experience is desirable.

Certifications/Licenses:

Possession of a valid California Class C driver's license.

Must be willing to work outside normal working hours when necessary.

Established: 04/18/05

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Department: Economic Development and Open Government

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