

**City of San Rafael  
Job Class Specification**

## **Job Title: Information Technology Manager**

### **SUMMARY**

The Information Technology Manager directs the activities of the Information Technology Division; recommends and implements policy regarding information technology use; plans and supports the City's information processing needs; and evaluates, develops, and implements systems for host data, networking, and voice applications.

### **DISTINGUISHING CHARACTERISTICS:**

This is an exempt, mid-management level position in the Department of Management Services. Under the general direction of the Assistant City Manager, the Information Technology Manager exercises considerable independent judgment in the planning, overseeing, and reviewing major functional areas of this Division within the Management Services Department.

### **SUPERVISION EXERCISED:**

Administrative direction is provided by the Assistant City Manager; and responsibilities include the direct supervision of professional and technical assistance personnel.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:** Under administrative direction:

- Directs and coordinates the City's Information Technology Division. Evaluates staffing arrangements and performance for efficiency of operation and oversees work of consultants and vendors.
- With a focus on superior customer service, manages the City's data and voice communication networks including the design, selection, and implementation of hardware, software, communications solutions, workstations and all related computer devices.
- Provides leadership as the Information Technology Division evolves from a technical support function to a solutions-oriented business partner. Partners with the City's departments to collaboratively implement solutions for improving government service, such as innovative uses of the Internet and Intranet.
- Manages technology related work projects and planned completion dates; confers with users concerning application technologies and systems to meet City business objectives.
- Works with all City departments in formalizing an Information Technology Strategic Plan to guide the division for the next several years. Leads the Information Technology Committee and other associated committees or subcommittees.
- Oversees the framework for the City's web presence and provides technical support to the various methods of communication between the City of San Rafael and the San Rafael community.
- Administers and provides the City's support services, maintenance, and training for computers, including the evaluation, selection, installation and maintenance of computer hardware and software and related equipment.
- Develops and trains employees on computer policies; maintains systems security, confidentiality, protocols, backups; keeps accurate records, logs and documentation related to network administration.

- Prepares, manages, and monitors the City's Information Technology budget and estimates costs and impact of new technology and applications. Prepares reports and makes presentations related to information technology.
- Supervises the City's print shop, including a high-volume digital copy operation and the City's mail processing services.

### **EDUCATION AND EXPERIENCE:**

Bachelor's degree from an accredited university or college with major course work in computer science, information systems, or a related field and a minimum of five (5) years of increasingly responsible professional level network administrative duties, which included the management of local and wide area networks, telecommunication system administration. Prefer experience with Microsoft Office, Microsoft Exchange, Microsoft SQL Server, Cisco network equipment (including switches, routers, and firewalls), and Shoretel VOIP telephone equipment.

### **KNOWLEDGE OF:**

Current technology and implementation techniques of local and wide area computer networking, including use of T1, fiber optics and wireless data communication; principles and techniques of managing telecommunications; current technology in the areas of microcomputer hardware, software, and support; system training techniques and options; connectivity of systems devices; and principles and practices of effective supervision.

### **ABILITY TO:**

Coordinate and implement programs to respond to customer requests; prepare written procedures and policies; work independently and make sound judgments; analyze current and future network and telecommunication technologies and needs; provide technical assistance and direction to a variety of staff at all levels of the organization in a tactful and effective manner; work as a team player within the division; and assign, direct, review and evaluate the work of assigned personnel.

### **PHYSICAL DEMANDS:**

The physical 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 disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus.

### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly exposed to video display and moving mechanical parts. The employee frequently works in evenings or weekends and inside environmental conditions. The employee occasionally works with use of personal vehicle. The noise level in the work environment is usually moderate.

Prepared by: Leslie Loomis, Human Resources Director  
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