

City of San Rafael
Job Class Specification

Job Title: Data & Infrastructure Manager

SUMMARY:

The Data & Infrastructure Manager is responsible for improving the accessibility, availability, scalability of the City's computer infrastructure; managing the design, configuration, administration and maintenance of the City's computer infrastructure; assists in making government more transparent and effective through open data, mapping, and performance measurements.

This is an exempt, mid-management level position in the Department of Digital Service and Open Government. The incumbent exercises independent judgment in the planning, overseeing, and reviewing the functional areas of network and server administration, security, open data, performance measurement and geographic information systems.

SUPERVISION RECEIVED AND EXERCISED

This position reports to the Director of Digital Service and Open Government and may provide direct and/or functional supervision to subordinate staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed while in other cases related duties may also be assigned.

- Prepares and assists with the development of strategic plans related to area of responsibility and addresses City-wide policy and management issues.
- Builds and maintains motivated network and data teams, making sure there is an iterative plan to work towards.
- Directs, oversees, and participates in the development of assigned services work plans; assigns work activities, projects, and programs; monitors work flow; reviews and evaluate work products, methods, and procedures.
- Maintains the core and perimeter infrastructures.
- Oversees the network for optimal performance and monitoring of live services and performance trends to identify potential problems or areas for improvement.
- Oversees the restoration of normal service operation as quickly as possible and minimize adverse effects of incidents on business operations.
- Provides technical leadership and architectural network design.
- Develops and oversees the design of secure systems and advises security decisions.
- Supports implementation of mission critical City-wide technology initiatives.

- Evaluates the City's network to ensure effective support for organizational objectives and efficient and effective implementation of initiatives.
- Establishes and maintains the vision for the organization's use of open data and geographic information systems.
- Develops performance measurement frameworks and analyzes the performance of services.
- Plans, prepares and administers the assigned departmental budget in coordination with management staff

KNOWLEDGE OF:

- Strategic planning, systems and project management
- Network design, architecture, engineering and design principles
- Infrastructure hardware configuration
- Security principles, practices, terminology, and trends
- Open data and geographic information systems
- Principles and practices of change management
- Methods for monitoring, analyzing, and evaluating programs
- Business process improvements
- Principles of performance measurement
- Principles and practices of effective supervision

ABILITY TO:

- Establish and maintain a working environment conducive to positive morale, individual style, quality, creativity, and teamwork.
- Identify complex technical security problems and development and implement viable solutions.
- Identify challenges and emerging issues faced by the organization.
- Work with management team and staff to recognize internal and external opportunities and solutions and define and execute appropriate strategies to support them.
- Position the City to effectively respond to the rapidly changing technological environment.

- Promote a culture of high performance and continuous improvement that values learning and a commitment to quality.
- Prepare and administer complex budgets.
- Mentor and develop staff using a supportive and collaborative approach on a consistent basis.
- Communicate clearly and concisely and make effective public presentations.
- Ensure the standardized documentation of procedures and processes.
- Meet current California law enforcement standards regarding security clearances related to background assessment and access to confidential information.
- Establish and monitor staff performance and development goals, assign accountabilities, set objectives, establish priorities, and conduct annual performance appraisals.
- Work calmly and effectively under stressful situations.

EDUCATION and/or EXPERIENCE:

Equivalent to graduation from an accredited college or university with a degree in computer science, information systems, information technology, public policy, public administration, or closely related field and three years of progressively responsible professional experience in the design, configuration, administration, and maintenance of computer infrastructures, including at least one year in a supervisory or management capacity. A Master's Degree is preferred.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function 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 sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral 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 displays and moving mechanical parts. The employee frequently works in evenings or weekends; typically in inside environmental conditions. The employee occasionally may travel between worksites. The noise level in the work environment is usually moderate.