

# INFORMATION TECHNOLOGY MANAGER

Approved: May 2024

FLSA: Exempt

Unit: Unrepresented



<b>Definition</b>
Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff performing difficult and complex professional and technical support to the City's information technology systems; areas of responsibility include the installation, maintenance, and upgrade of information technology infrastructure systems such as hardware, software, telecommunications, security, servers, and networks, and the design, maintenance, modification, customization of, and training on departmental and City-wide enterprise software applications; develops and administers short and long-range information technology services planning activities; manages the effective use of assigned resources to improve organizational productivity and customer service; provides complex and responsible support to the Administrative Services Director and/or Assistant Director on technology matters; and performs related work as required.
<b>Supervision received and exercised</b>
Receives general direction from the Administrative Services Director and/or Assistant Director. Exercises direct and general supervision over professional and technical support staff.
<b>Class characteristics</b>
This is a management classification that manages the programs, projects, operations, and services of the Information Technology Division including City-wide and department enterprise applications, network and server infrastructure, and other information and telecommunications systems, hardware, software, and equipment. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making. The incumbent organizes and oversees day-to-day activities and operations of assigned functional areas. Successful performance of the work requires an extensive professional background in information technology as well as skill in coordinating work with other City divisions, departments, and public agencies.
<b>Examples of typical job functions (illustrative only)</b>
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. <ul style="list-style-type: none"><li>• Plans, manages, and oversees the daily functions, operations, and activities of the Information Technology Division.</li><li>• Participates in the development and implementation of goals, objectives, policies, and priorities for the Division; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.</li><li>• Participates in the development, administration, and oversight of the Division's budget.</li><li>• Develops and standardizes procedures and methods to improve operations, and continuously monitors 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 changes to management.</li><li>• Develops and implements long-term information technology strategies to plan for and control upgrades and growth; evaluates and recommends new technologies; and encourages innovation among technical staff in the utilization and implementation of ideas and techniques.</li><li>• Develops and implements protocols and standards for City-wide technology systems; evaluates, selects, and recommends City-wide computer purchases; ensures technology procurements are in compliance with the City's adopted standards.</li><li>• Participates in the selection of, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures.</li><li>• Manages and participates in the administration and maintenance of the City's information technology infrastructure, including the design, installation, configuration, maintenance, and repair of a variety of servers, networks, security, and telecommunications equipment and systems.</li><li>• Manages client systems programs, including the documentation and maintenance of a variety of software, hardware, and peripheral equipment throughout the City via help desk and/or field specialists; manages the development and maintenance of service level agreements (SLAs) for customer support services.</li><li>• Manages and participates in the administration and maintenance of City-wide and departmental business applications and platforms, including business process redesign and system capacity planning.</li><li>• Manages portfolio of information technology research, development, conversion, installation, and maintenance projects.</li></ul>

- Oversees the development of consultant requests for proposals and qualifications for professional services; evaluates proposals and recommends project award; develops, negotiates, and reviews contract terms and amendments; ensures contractor compliance with City and department standards and specifications and time and budget estimates; reviews design documents to ensure technical integrity; reviews and updates deliverables; analyzes and resolves complex problems that may arise.
- Provides highly complex staff assistance to the Administrative Services Director and/or Assistant Director; conducts a variety of organizational and operational studies, special projects, and investigations; prepares and presents staff reports and other necessary correspondence related to assigned activities and services to various commissions, committees, and boards.
- 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 business systems operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and inquiries in a professional manner; identifies and reports findings and takes necessary corrective action.
- Ability to respond to urgent information technology issues that arise after hours, on weekends and holidays.
- Performs other duties as assigned.

### Qualifications

#### Knowledge of

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and budget and contract development and administration.
- Advanced principles and practices of information technology systems management, analysis, design, and maintenance.
- Advanced data management theory, principles, and practices and their application to a wide variety of services and programs.
- Principles and practices for developing and implementing technology protocols and standards.
- Advanced principles and practices of enterprise software implementation and management.
- Advanced principles and practices of designing and managing information technology infrastructure, communications and associated hardware and software.
- Project management principles including conception and initiation, definition and planning, launch and execution, monitoring and controlling, and close-out.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Organization and management practices as applied to the development, analysis, and evaluation of technical services programs, policies, and operational needs.
- Practices of researching issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- General principles of risk management related to the functions of the assigned area.
- Recent and on-going developments, current literature, and sources of information related to assigned programs and services.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- 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 governmental agencies and various business, professional, regulatory, and legislative 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 information technology programs, projects, and services.
- Organize, manage, implement, and maintain efficient and effective information technology programs to ensure the reliability and integrity of City information systems and 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.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.

- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- 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 software programs.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- 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 management information systems, computer science, or a related field.
- Five (5) years of progressively responsible experience in the development and administration of information technology infrastructure and systems, including three (3) years of lead or supervisory experience.

**Licenses and certifications**

- Possession of, or ability to obtain, a valid California Driver’s License by time of appointment.

**Physical demands**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. 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, and reach to perform assigned duties, as well as 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 up to 30 pounds with the use of proper equipment.

**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.