



**Range:** SM-4  
**FSLA:** Exempt  
**Date:** February 14, 2017

## **INFORMATION TECHNOLOGY MANAGER**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

### **DEFINITION**

To direct, manage, supervise, and coordinate the programs and activities of the Information Technology Department; to actively participate in the technical responsibilities of the Department and provide support for the tasks and activities required to maintain an organization that relies on highly functional technology; to coordinate assigned activities with other City departments, divisions, and outside agencies.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Assistant City Manager or designee.

Exercises direct supervision over System Administrator, Database/Web Developer, PC Help Desk, and GIS Analyst.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS**--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

### **Essential Functions:**

1. Assume management and operational responsibility for all services and activities of the Information Technology Department; provide and have knowledge of the configuration of all hardware and software systems; coordinate user development and support, systems analysis and administrative activities.
2. Coordinate the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommend and administer policies and procedures; responsible for department performance.
3. Plan, direct, coordinate, and review the work plan for the Information Technology Department including assigning work activities, projects and programs; reviewing and evaluate work products, methods and procedures.
4. Assist in the installation and maintenance of City computer equipment and peripheral devices.
5. Ensure proper maintenance, upgrades, and overall performance of City's network servers.
6. Maintain records of the City's computer systems and complete and accurate records of computer hardware and software inventory.

7. Act as backup to System Administrator and PC Help desk to perform troubleshooting and repair of hardware and software problems.
8. Select, train, motivate, and evaluate Information Technology personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
9. Oversee and participate in the development and administration of the Information Technology Department program annual budget; direct the forecast of funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement adjustments.
10. Serve as liaison for the Information Technology Department with other City departments, divisions and outside agencies; negotiate and resolve sensitive and controversial issues.
11. Encourage and facilitate environment for building team efforts and problem solving of work related issues by employees; meet with staff to identify and resolve problems.
12. Assist with the update and development of information and applications required as part of the City's Geographic Information System.
13. Coordinate professional level training to City staff in all commercial and in-house information system applications; maintain a "Help Desk" to provide user assistance.
14. Conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to Information Technology programs, policies, and procedures as appropriate.
15. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of Information Technology.
16. Act as a project manager for related technology projects including project management of software applications and vendor contracts.
17. Perform related duties and responsibilities as assigned.
18. Maintain or perform website content function within assigned role.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of managing information technology in a multi-department, multi-platform environment.
- Principles of data communications, wide area networking, and specialized operating systems.
- Operational characteristics, services and activities of a comprehensive Information Technology Department program.
- Management methods and techniques to analyze programs, policies and operational needs.
- Principles and practices of software development, analysis and administration.
- Principles and practices of database design, development and administration.
- Principles and practices of Geographic Information Systems development and application.
- Principles and practices of municipal budget preparation and administration.
- Principles of supervision, training and performance evaluation.
- Pertinent federal, state, and local laws, codes and regulations.

### **Ability to:**

- Work in organized team efforts and assist in problem solving work related issues for continuous improvement in work efforts.
- Encourage and facilitate environment for building team efforts and problem solving of work related issues by employees.

- Ensure necessary training and other technical support for building an environment that encourages teams and continuous improvement.
- Install and maintain various hardware and software applications.
- Manage, direct, and coordinate the work of contract and lower level staff.
- Select, supervise, train and evaluate staff.
- Direct and participate in the operations, services and activities of the Information Technology Department.
- Develop and administer department goals, objectives, and procedures.
- Prepare and administer large and complex budgets.
- Prepare clear and concise administrative and financial reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Interpret and apply federal, state and local policies, laws and regulations.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintain effective audio/visual discrimination and perception to the degree necessary for the successful performance of assigned duties.
- Maintain mental capacity, which allows the capability of making sound decisions and demonstrating intellectual capabilities.

### **Experience and Training Guidelines**

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

#### **Experience:**

Five years of increasingly responsible management level experience in information technology analysis, planning, development and implementation. At least two years of this must have been in a position including responsibility for departmental management, administrative control, and supervision.

#### **Training:**

Background of education and experience equivalent to graduation from a four-year college with major course work in information systems, computer science, information technology, business, public administration or a related field.

Supplemental training in specialized operating systems and networking applications is highly desirable.

#### **Licenses or Certificates:**

Ability to obtain valid Arizona driver's license within two months of hire

Ability to obtain TOC Level D Certification (training and testing provided by the City)

### **WORKING CONDITIONS**

#### **Environmental Conditions:**

Office environment; travel from site to site; exposure to computer screens; potential exposure to electric power sources.

#### **Physical Conditions:**

Essential and marginal functions may require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time; the ability to distinguish color; general manual dexterity; light to moderate lifting.