

INFORMATION SYSTEMS AND TECHNOLOGY MANAGER**DEFINITION**

Under general direction, plans, directs, coordinates, participates and supervises City-wide information systems, security and technology operations. Manages and addresses the information systems and technology needs of all City departments. Drives innovation, performs system analysis, and oversees the maintenance of technology tools for the City.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Assistant City Manager. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises direction and supervision over technical staff.

DISTINGUISHING CHARACTERISTICS

This is a Department Manager classification that oversees, directs, and participates in all activities of the Information Systems and Technology (IST) needs for the City, including short- and long-term IST strategic planning, project and budget management, contract negotiations and management. This class provides assistance to staff across all departments. Successful performance of the work requires significant knowledge of a broad range of technology and information systems, and the ability to develop, oversee, and implement projects and programs across all departments. Responsibilities include the management of day-to-day operations of information technology systems which include, but are not limited to, operating systems software for PC and server environments, network management, GIS, internet and intranet applications, and telecommunications. The incumbent will act as the City's primary professional/technical expert in the areas of assignment. The incumbent is accountable for accomplishing department planning and operational goals and objectives and for furthering the City's mission, goals, and objectives within general policy guidelines. The incumbent will also perform technical work (i.e., network/systems) as well as manage operations.

EXAMPLES OF ESSENTIAL FUNCTIONS *(Illustrative Only)*

- Assigns, schedules, and supervises the work of the Information Systems and Technology Division including but not limited to financial management; work order and project management; network management; server and PC systems and applications; city-wide and department information systems; telecommunication and multi-media communications.
- Implements and updates an information systems and technology strategic plan.
- Confers and builds consensus with other departmental representatives to determine system functions, procedures, desired results and problem definitions.
- Manages information technology infrastructure, architecture, systems, networks, software and resources across multiple departments and platforms.
- Oversees the development of policies, standards, procedures and practices.
- Performs administrative duties including budget preparation, employee selection, training and evaluation.
- Perform technical duties as needed.
- Provides for training and development of self, Department staff and other City staff.
- Maintains accurate and up-to-date system documentation and operating procedures.
- Evaluates the effectiveness of existing services and operations.
- Responsible for the performance, safety and security of the organization's information systems and technology, including establishment of data standards and security procedures for both software and physical protection.

INFORMATION SYSTEMS AND TECHNOLOGY MANAGER**EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only-continued)**

- Analyzes, evaluates and selects vendor-supplied software and hardware products; recommends and coordinates acquisitions, installations and use.
- Prepares and administers requests for proposals and bids and negotiates contracts.
- Selects and monitors contractor and consultant performance.
- Makes recommendations to management about technology solutions.
- Coordinates the work of the department with that of other departments.
- Implements business continuity and disaster recovery plans
- Ensures employee compliance with applicable of safety rules and regulations.

QUALIFICATIONS**Knowledge of:**

- Personnel management, supervision and training.
- Public agency budget preparation and contract negotiations and administration.
- Systems analysis principles and techniques.
- Project planning and management.
- Information Technology Systems security.
- Techniques for providing a high level of customer service by effectively dealing with vendors, contractors, and City staff.
- Local and wide area networking technology and design concepts.
- Principles, practices and procedures for managing multiple platforms and operating system environments.
- Functions, operations, and capabilities of computers and related information systems and data entry equipment.
- Functions, operations and capability of multi-media and telecommunications systems.

Ability to:

- Design and implement new systems and procedures for information technology applications.
- Research and prepare implementation plans to apply new technology.
- Direct and coordinate information technology activities.
- Supervise, select and train employees.
- Effectively administer special projects with contractual agreements and ensure compliance with stipulations.
- Effectively administer a variety of operations, programs and administrative activities.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Trouble shoot problems and identify feasible, cost effective solutions for their resolution.
- Prioritize and manage a variety of projects and multiple tasks in an effective and timely manner; organize own work and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

INFORMATION SYSTEMS AND TECHNOLOGY MANAGER

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:

Experience: Five (5) years of increasingly responsible information systems and technology programming, computer operations, networking, or related experience including supervisory experience.

Education: Equivalent to graduation from an accredited four-year college or university with major coursework in computer science, information systems, or related areas.

LICENSES AND CERTIFICATIONS

➤ Possession of a valid California Driver's License.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, and to visit various City and meeting sites. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Able to use standard office equipment, including a computer; sit, stand, walk, kneel, crouch, stoop, squat, crawl, twist, and climb; lift and carry 50 pounds; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the telephone, and to make public presentations.

Ability to: Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; maintain a clean and neat appearance; work protracted and irregular hours; respond to a pager; take 24-hour on-call and stand-by; attend evening meetings as needed.

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.

FLSA: Exempt

Approved Date: 04/04/1999

Revised Date: 07/09/2018

Resolution:

Bargaining Unit: Teamsters Local 350 - Management

Former Titles: MIS Manager

Abolished: