



## INFORMATION TECHNOLOGY MANAGER

### **DEFINITION**

Reporting directly to the Administrative Services Director, the Information Technology (IT) Manager is responsible to plan, organize, manage, direct and coordinate and supervise the efforts and activities of the Information Technology Division. The manager will develop and administer the division budget; perform a variety of professional, technical, and system programming and/or network administration duties involving the design, development, testing, implementation, maintenance, support of the software and hardware infrastructure and connectivity capability between different platforms and manage information technology resources and/or support the execution of automated applications; provides technical assistance and training to IT support personnel and city users; works with vendors to resolve hardware and software issues, and perform hardware and software upgrades. Advises City departments, City Manager, and City Council on all areas related to Technology Services design, acquisition, maintenance and support; participates in the maintenance and security of the City web services; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Manager level recognizes positions that provides full-line and functional management responsibility for a division or program area within a department.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Administrative Services Director.

Exercises direct supervision over assigned professional, technical and administrative support personnel.

### **EXAMPLES OF DUTIES** - Duties may include, but are not limited to, the following:

- Serve as the City's lead technology and innovative officer.
- Plan, organize and direct information technology and telecommunication activities including telephone switching systems, telephone carrier services, wide area and local area network services, desktop computer configuration and support, technology systems procurement, and functional applications.
- Develop and implement goals, objectives, policies and procedures related to information and telecommunication functions; assist in developing and implementing departmental goals, objectives, polices and procedures; and provide highly complex management assistance to assigned executive.
- Direct, oversee and participate in the development of the work plan related to information technology and telecommunications; assign work activities, projects and programs; monitor work flow; and review and evaluate work products, methods and procedures.

- Prepare the budget for information technology and telecommunications; assist in department budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; and administer the approved budget.
- Prepare and/or assist with the development of strategic plans related to area of responsibility; prepare requests for proposals for services and equipment and assist in developing selection criteria; collaborate with City departments to develop and implement a comprehensive, long-range strategic technology plan for the City.
- Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; and, maintain discipline and high standards necessary for the efficient and professional operation of the department.
- Build, supervise and direct a high-performing team of professional staff, ensuring they are properly trained, scheduled and accountable to perform their designated responsibilities.
- Mentor and coach staff, fostering goal-oriented thinking; provide leadership and direct feedback to employees regarding performance, career goals, risk management, project goals, tasks and stakeholder interactions.
- Provide project management of functional support for outsourced services including telecommunications, networks, website development and maintenance, firewall configuration and functional application development and maintenance.
- Oversee maintenance of telecommunication systems including telephone switching system, telephone carrier services such as dial tone, long distance, Internet Service Provider, and intergovernmental network services.
- As assigned, oversee public safety automated and computer systems and applications, including records management, Computer Aided Dispatch and connectivity to state and local Public Safety Systems.
- Oversee maintenance of wide and local area network services to include file and print server, authentication services, firewall, anti-virus protection, backup and data integrity services; personally supervise major system projects, installations, upgrades or problem resolution activities.
- Oversee maintenance of desktop computer configuration and support; coordinate and schedule information technology activities efficiently with departmental needs; assure excellent customer service is provided to City users; direct training as required.
- Manage the City's web site and Intranet; implement current technology and e-commerce applications and work in collaboration to enhance content with the community information function.
- Analyze and define information processing needs; prepare program feasibility analysis; coordinate diagnosis of hardware/software problems, equipment repair and programming revision activities; and, perform most difficult and complex programming activities.
- Work collaboratively with inter-departmental end user teams focused on information technology projects.

- Evaluate new systems and equipment; conduct complex studies; direct acquisition and maintenance of major system projects, equipment upgrades and negotiate with vendors to meet City needs.
- Build and maintain positive working relationships with co-workers, other employees and the public using principles of good customer service.
- Represent the division and department to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.
- Keep abreast of technology advancements; research and prepare technical and administrative reports and recommendations; prepare written correspondence.
- Act as the City's Network Administrator.
- Perform related duties as assigned.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge of:**

- Principles and practices of analysis of software, complex hardware and application systems, to achieve efficient system utilization.
- Principles and practices of business office automation and information technology and trends including network systems, complex database administration and operating systems, software and hardware and telecommunication systems.
- Common application programming languages; computer logic; and capabilities, characteristics and limitations of automation systems; advanced testing methodologies.
- Understanding of software as a service and how applications integrate with the City computing platforms.
- Understanding of virtual desktop solutions (VMware), evaluate and recommend solutions that best fit the City's infrastructure and use.
- Ability to navigate and support network infrastructure and MDM solutions.
- Operational characteristics, services, and activities of assigned program and functions.
- Ability to manage Microsoft Office 365 Suite G3 Platforms.
- Cisco/Meraki Network Management and Mobile Device Management.
- Office procedures, methods and equipment including computers and applicable software applications such as word processing, spreadsheets, databases, and other specialized applications related to area assignments.
- Principles and practices of advanced systems and procedures analysis and design, including procedures and methods for systems documentation.
- Advanced troubleshooting techniques used in resolving operations problems with operating systems, computer software and related systems and equipment.
- Capabilities of personal computers and the interconnectivity to a central host-based system.
- Web-based technology and services.
- Commonly used, specialized and new software used for personal computers.

- Principles and practices of leadership, motivation, team building and conflict resolution.
- Pertinent local, State and Federal rules, regulations and laws.
- Modern office procedures and computer equipment.
- Principles and practices of organizational analysis and management.
- Budgeting procedures and techniques.
- Principles and practices of supervision, training and personnel management.

**Ability to:**

- Organize and direct information technology and telecommunications operations.
- On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various rules and procedures; and explain and interpret policy.
- On a continuous basis, sit at desk and in meetings for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and communicate through written means.
- Work efficiently and effectively with various software, hardware, operating systems, databases, network systems and telecommunication systems to include installation, upgrade, maintenance and trouble shooting.
- Manage and trouble shoot the City's network system.
- Program in appropriate computer languages; monitor computer information system utilization and direct appropriate revisions to processes and procedures.
- Develop and test programs; oversee testing application programs; oversee and coordinate maintenance on computer and telecommunication systems.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Demonstrate political acumen; deal positively with confrontation and controversial issues; and, facilitate community participatory decision making to resolution.
- Maintain a high level of confidentiality of information; maintain and administer City security systems and methodologies.
- Gain cooperation through discussion and persuasion.
- Interpret and apply City and department policies, procedures, rules and regulations.
- Prepare and administer a budget.
- Supervise, train and evaluate personnel.
- Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.
- Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.
- Foster an environment that embraces diversity, integrity, trust and respect.
- Be an integral team player, which involves flexibility, cooperation and communication.

- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer with proficiency and familiarity.
- Interpret and summarize a variety of data and information.
- Conducts staff and safety meetings; participates in management and IT Committee meetings and work with department managers and staff to resolve policy, procedural, and operational issues related to IT.
- Negotiates and manages contracts and services with vendors.
- Maintains technical expertise in assigned areas including awareness of current hardware, software, laws, regulations, and rules.
- Respond appropriately, effectively and promptly to the needs of internal and external customers using principles of good customer service.
- Utilize discretion in the handling and disclosure of confidential information.
- Establish and maintain effective working relationship with those contracted in the course of the work.

### **Experience and Training**

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

#### Experience:

Five years of increasingly responsible experience in information technology, telecommunications, or data processing management, including two years of supervisory responsibility.

#### Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, information systems management, network administration, public administration, business administration or a related field.

#### License or Certificate:

May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.

**PHYSICAL/SENSORY REQUIREMENTS**

On a continuous basis, sit at desk and in meetings for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone and write or use a keyboard to communicate through written means; and lift heavy weight, depending on assignment area.

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<b>FLSA:</b>	Exempt
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