

INFORMATION TECHNOLOGY MANAGER

DEFINITION

Under administrative direction, to plan, organize, direct, and coordinate the development and implementation of City computer resources, management information systems, and management activities including overseeing infrastructures, applications, project oversight and management, and program management in areas of security, networks, communications, help desk management, web development/maintenance/support, and geographic information systems; to coordinate activities with other divisions and departments; to provide highly complex staff assistance; and to perform related work as required. Serves as Disaster Service Worker. FLSA Status: Exempt. Bargaining Unit: Mid-Management Unit.

DISTINGUISHING CHARACTERISTICS

This specialized classification is a mid-management position responsible for the technical aspects of the City's computer systems while providing information technology support to all City departments and staff. Assignments are broad in scope and are carried out with a significant degree of latitude and independence.

REPORTS TO

City Manager, or as assigned.

CLASSIFICATIONS SUPERVISED

As assigned.

ESSENTIAL FUNCTIONS

Plans, organizes, directs, and coordinates the development, implementation, and utilization of City computer resources and management information systems; reviews and evaluates hardware and software for use by City staff; develops and implements policies regarding the acquisition and utilization of computer resources; performs special statistical and budget analysis for the development of City computer resources and systems; directs and conducts training programs in the use of computer resources for City management and staff; interfaces with appropriate department staff in defining systems standards and operating procedures; serves as an information source regarding City information systems and management information functions; works with City management to determine and work toward meeting computer resource and management information needs; develops and presents special studies on the use and upgrading of information systems resources; represents City information systems functions with City staff, the public, and other agencies; recommends vendors and contractors to department heads and reviews, interprets, and maintains contracts;

oversees the work of contractors involved with City IT projects and systems; communicates and works with third-party applications, vendor sales, and support; manages the installation, configuration, and cutover phases of a project; recommends technology solutions to clients; manages complex business changes in the implementation of emerging information technologies; provides subject matter knowledge to the project team or the customer; builds and maintains positive working relationships with co-workers, other City employees, and the public using principles of good customer service; demonstrates a strong commitment to customer service; uses formal project management techniques and tools to effectively manage the scope of work, project costs, and technical resources, and maintains schedule integrity; utilizes project management software; makes modifications and adjustments as required to ensure projects are delivered on time and within budget; provides technical guidance and assistance to other staff associated with information systems; recommends measures to optimize system performance and response; develops and recommends policies and procedures, and assures they are carried out; manages the overall performance of systems, and resolves complex problems as required; researches and prepares technical and administrative reports; and prepares written correspondence. May also serve as the City's Project Manager as assigned.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment including computer, telephone, calculator, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment; continuous contact with other staff and the public.

MINIMUM QUALIFICATIONS**Knowledge of:**

- Principles and practices of information technology.
- Computer hardware, software, and utilization in the services and functions of local government agency.
- Practices, procedures, and techniques of research, information analysis, and report development.
- Current industry standards and product availability in hardware and software.
- Planning and implementation of computer networks.
- Development and implementation of computer training.
- Technology advancement and how they can/will be applied within the City's current/future business models.
- Quality assurance programs.

- Information Technology best practices.
- Pertinent local, state, and federal rules, regulations, and laws.
- Business issues related to implementing systems.
- Web content management systems.
- InfoSec principles and security assessments.
- Open Source Software.
- Computer Aided Dispatch Systems.
- Scripting Languages.
- DNS/DHCP/IP/802.11 technologies and protocols.
- GNU/Linux.

Ability to:

- Carry out and/or manage application design, development, support, and maintenance.
- Effectively oversee multiple projects simultaneously while managing project costs, resources, and schedules.
- Gain cooperation through discussion and persuasion.
- Interpret and apply City policies, procedures, rules, and regulations.
- Research, gather, develop, analyze, and present a variety of complex information and data.
- Oversee the acquisition, installation, and maintenance of computer hardware and software.
- Evaluate options and develop alternatives, including cost justifications, for the development and application of information technology systems to City operations, services, and functions.
- Serve as a consultant on the applications and uses of computer technology.
- Establish and maintain cooperative working relationships with those contacted during the course of work.
- Communicate clearly and concisely, both orally and in writing.
- Work independently.

Training and Experience:

- Five (5) years of increasingly responsible work experience in the development and utilization of computer resources, networks, applications, and management information systems; or
- Five (5) years of experience in an internal technology support environment including experience in network administration, communications, or operating systems software and hardware, automated business systems, and implementation of new systems using web-based and client server technology.

SPECIAL REQUIREMENTS:

- Candidates must pass a POST level background investigation for clearance to work on Police Department Information Systems prior to appointment.

Education:

- Graduation from an accredited college or university with a bachelor's degree in a computer related field, business information systems, public/business administration, or closely related field. Education requirement may be substituted with equivalent years of experience.

License:

- Possession of a valid California driver's license.

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