



## JOB DESCRIPTION

### Information Technology Manager

Date Prepared: March 2014

Class Code: 1610

**SUMMARY:** Under limited supervision, manages City's Information Technology (IT) systems and infrastructure to provide stable, secure, and reliable technical support services to City staff; develops and integrates strategic plans for IT enhancements and new technology integration; evaluates IT system capabilities and recommends system management and expansion strategies.

**ESSENTIAL FUNCTIONS:** -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manages the IT Department through effective planning and fiscal management; provides leadership in technology development strategies and priorities; evaluates and analyzes IT operations, and recommends and implements solutions; assures the functionality, compatibility, and performance of City's IT systems.
- Serves as primary advisor to City on Information Technology (IT) systems and services; recommends methods and strategies to improve overall management, development, and deployment of computer, security, and communications technology systems.
- Manages technical support, training, and assistance to City staff; analyzes helpdesk requests and IT problems, and implements solutions; explains IT issues, develops and deploys solutions, and follows up with users to assure the functionality of the users' systems.
- Performs computer trouble-shooting to diagnose system problems; analyzes hardware and software functionality; identifies and resolves problems; documents call records and results.
- Analyzes and resolves technical problems, and evaluates technical alternatives; documents customer problems and technical changes, and tracks service improvements; provides training as needed.
- Performs network and server administrator duties; monitors network environment, resolves configuration and connectivity issues, and other traffic, security and access problems; checks network systems, and makes corrective adjustments to assure operating efficiency.
- Directs, leads, and motivates the IT staff; plans, prioritizes, and assigns tasks and projects; monitors work, develops skills, and evaluates performance; meets with team to discuss and resolve workload, special projects, quality standards, customer services, and technical issues; reviews work, verifies quality of technical support services, identifies corrective actions, and assures customer needs are met.
- Analyzes IT support functions, evaluates departments' needs and goals, and recommends technical resources; reviews and monitors status reports and helpdesk trends, and recommends appropriate actions.
- Manages procurement, vendor relationships, and system maintenance contracts.
- Monitors and evaluates the effectiveness of service delivery methods and procedures; evaluates work load and technical support issues; identifies opportunities for improvement, and develops recommendations.
- Supports the relationship between the City of Vernon and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

## **MINIMUM QUALIFICATIONS:**

### **Education, Training and Experience Guidelines:**

Bachelor's Degree in Computer Science, Information Technology, or related field; AND seven years of IT system administration experience.

### **Knowledge of:**

- City organization, operations, policies, and procedures.
- Techniques for efficient and cost effective management of technology resources.
- Principles and practices of technology management, system development, and systems integration.
- Principles and practices of network administration, system access, security standards, and internet technical knowledgebase services.
- Administration and maintenance principles of network operating domains, relational databases, and a wide variety of windows-based software applications.
- Network hardware, software, and peripheral equipment troubleshooting techniques.
- IT project planning and management principles.
- Communications technology, equipment, and integrated applications.
- Principles and practices of administrative management, including personnel rules, procurement, contract management, risk management, and employee supervision.

### **Skill in:**

- Analyzing IT issues, evaluating alternatives, and making logical recommendations based on findings.
- Analyzing needs of City departments, and prioritizing solutions to meet their needs.
- Installing, configuring, testing, operating, and maintaining computer and communications hardware, software, peripheral equipment, and auxiliary devices.
- Analyzing equipment and system malfunctions, troubleshooting computers and software applications, and determining effective solutions.
- Solving technical problems involving integrated operating systems and hardware platforms.
- Identifying current and potential IT problems, and developing technical corrections and strategies to maximize the effectiveness of the systems.
- Using initiative and independent judgment within established procedural guidelines.
- Assessing and prioritizing multiple tasks, projects and demands.
- Establishing and maintaining cooperative working relationships with co-workers.
- Operating a personal computer utilizing a variety of standard and specialized software applications.
- Effectively managing and leading staff, and delegating tasks and authority.
- Communicating effectively verbally and in writing.

### **LICENSE AND CERTIFICATION REQUIREMENTS:**

A valid California State Driver's License is required.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

Work is performed in a standard office environment.