

INFORMATION TECHNOLOGY MANAGER

DEFINITION

Under the direction of the Administrative Services Director, plans, organizes, leads, oversees and monitors programs and activities related to the City's technology and telecommunications operations and systems. This single-position classification provides day to day operational direction and supervision to division staff in addition to performing diverse, specialized and complex professional enterprise technology systems management and administrative work involving significant accountability and decision-making responsibility. The incumbent is accountable for accomplishing divisional planning and operational goals and objectives and for furthering City goals and objectives within general policy guidelines. This class is distinguished from the Administrative Services Director that the latter has overall management responsibility for all functions in the Information Technology Division, including design, set up and management of computer applications, networks, telecommunications, technology purchasing, operation, control and support of all computerized hardware and software. The Information Technology Manager may serve in temporary appointment as the acting department head in the absence of the Administrative Services Director.

SUPERVISION EXERCISED AND RECEIVED

The Information Technology Manager receives general direction from the Director of Administrative Services within a framework of broad policies and procedures and established organizational values and processes. Direct supervision is provided to management, professional, technical and office support staff and oversight is provided to contract service providers.

ESSENTIAL AND IMPORTANT DUTIES (Illustrative Only)

- Establishes, based on the latest technological development, the hardware and software standards to be used by the City;
- Plans, organizes, supervises, reviews and evaluates the work of assigned staff; provides for staff training and development;
- Plans, organizes, directs and provides policy guidance and review of day to day work and special projects or assignments within the designated program areas;
- Prepares written responses and directs necessary actions to resolve matters identified by the Administrative Services Director, City departments, the City Manager, employee organizations or individuals;
- Participates in the preparation, implementation and monitoring of the division budget;
- Assists in the development and implementation of goals, objectives, work plans, policies, procedures and work standards for the Information Technology Division;
- Provides information on related policies, procedures, practices, and provides management advice in areas of expertise for departments and employees;
- Installs, troubleshoots and maintains microcomputer hardware and software;
- Supervises computer and server updates to meet City department service needs;
- Designs, installs and manages Local Area Networking (LAN) and Wide Area Networking (WAN) hardware and software;
- Assists with coordination of training employees on computer hardware and software;
- Administers user and technology support programs and activities;
- Supervises website development and maintenance programs and activities;
- Oversees SCTV (channel 27) development, maintenance, programs and activities;
- Provides oversight to the administration, development, and maintenance of parcel and geographic information for the City's GIS and Mapping systems and programs;

- Makes presentations on computer, telecommunications and technology related topics;
- Is responsible for the oversight of all telecommunications hardware and services for the City;
- Administers the employee computer loan program;
- Administers the City's Technology Replacement Fund and related replacement schedules and programs;
- Is responsible for purchasing, in accordance with City regulations and after researching the best products, technology related equipment, including, but not limited to, audiovisual, computer and telecommunications equipment and supplies;
- Manages vendors to ensure security and connectivity for email and Internet access service;
- Plans and Manages information technology security provisioning and monitoring;
- Develops and manages departmental (and may manage city-wide) technology projects;
- Provides technological assistance with audiovisual aides for management and City Council;
- Represents the Director at meetings, conferences and similar functions; assists the Director in departmental administrative and management responsibilities, and acts in Information Technology matters in the absence of the Director; and
- Performs related duties as assigned.

JOB-RELATED AND ESSENTIAL QUALIFICATIONS

Demonstrated knowledge of: laws and regulations regarding public agency technology operations; principles and practices of public information technology administration, including but not limited to, the principles and operation of microcomputers, network systems, appropriate hardware and software applications; techniques of programming, and program documentation; principles and practices of employee supervision, including work planning, assignment, review and evaluation and the training of staff in work procedures; budgetary principles and practices and the development and implementation of goals and objectives; basic public administration policies and practices; techniques for effectively representing the City in contacts with governmental agencies, community groups and various business, professional, regulatory and legislative organizations.

Ability and skills to: plan, organize, administer, coordinate, review, evaluate and personally participate in a comprehensive public agency information technology management program; plan, assign, supervise, review and evaluate the work of professional, paraprofessional and support staff; train others in work procedures; analyze, design, program, install, and maintain highly technical and complex programs; read, interpret, and apply complex technical publications, manuals and related documents; analyze complex technical problems, evaluate alternatives and use tact, initiative, prudence and sound independent judgment within general policy and legal guidelines making sound, independent judgments within established guidelines; manage complex projects, on time and within budget; prepare clear, concise and competent reports, correspondence and other written materials; deliver presentations before the City Council, City Boards and Commissions or other groups; present complex information orally and in writing in an easy-to-understand way for employees, community groups and decision makers; interpret and apply complex laws and regulations, and establish, foster, and maintain cooperative and effective working relationships with those contacted in the course of work, both inside and outside the organization, including public "stakeholder" groups; work in a team atmosphere and participate on a variety of departmental and City-wide committees to enhance the provision of all City services.

EDUCATION AND TRAINING

Equivalent to graduation from a four-year college or university in information technology, business or public administration, or a closely related field and four years of professional information technology experience which has included responsibilities in more than one of the responsibility areas outlined above. At least three years of this experience must have been at the administrative, supervisory or management level, with a demonstrated record of success preferably in a governmental or public agency setting.

SPECIAL REQUIREMENTS

Speak clearly and understandably; operate standard computer programs. Ability to lift 20 pounds. Ability to travel to various locations within and outside the City of San Carlos to meet program needs and fulfill the job

responsibilities. When driving on City business, maintenance of a California driver's license and satisfactory driver's record is required. Must be able to actively participate in evening meetings.