INFORMATION TECHNOLOGY MANAGER

DEFINITION

To plan, organize, direct and coordinate the activities of the information technology division within the Administrative Services department including applications, network, and desktop support; to coordinate information technology activities with other City departments and divisions; and to provide highly complex staff assistance to the Administrative Services Director.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Administrative Services Director.

Exercises direct supervision over assigned professional and technical staff.

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

Develop and implement division goals, objectives, policies and procedures; prepare strategic plans related to information technology.

Plan, organize and direct information technology activities including applications, network, and desktop support.

Direct, oversee and participate in the development of the division work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Prepare the division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer the approved budget.

Recommend the appointment of staff; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the division.

Act as management liaison to collaborate on City-wide technology solutions related to area of assignment.

Oversee, manage and implement the most complex technology projects; assign project related activities to supervisory staff; manage complex timelines and budgets.

Answer questions and provide information to staff, management and others; investigate complaints and recommend corrective action as necessary to resolve complaints.

Represent the department and division to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Research and prepare technical and administrative reports; prepare written correspondence.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of information technology management.

Principles and practices of leadership, motivation, team building and conflict resolution.

Pertinent local, state and federal rules, regulations and laws.

Modern office practices, methods 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 the day-to-day City-wide information technology 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 division 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; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.
Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Interpret and apply City, department and division policies, procedures, rules and regulations.

Supervise, train and evaluate staff.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Communicate effectively orally and in writing.

Relate effectively with people of varied academic, cultural, and socio-economic backgrounds using tact, diplomacy, and courtesy.

Establish and maintain effective, cooperative and collaborative working relationships with others.

Work beyond normal business hours, attend evening meetings and/or perform weekend work, and the ability to travel.

Experience and Education

Any combination of experience and education 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, including two years of administrative and management responsibility.

Education:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in information technology or a related field.

License and Certificate

Possession of, or ability to obtain, an appropriate, valid California driver's license.

Established: February 2019
FLSA: Exempt