

JOB DESCRIPTION

City of Patterson



Human Resources

INFORMATION TECHNOLOGY MANAGER

JOB SUMMARY

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

Under the direction of the City Manager, plan, organize and direct the Information Technology function; establish and evaluate technical standards for City computer and network equipment; prepare and administer the Information Technology budget; train and evaluate the performance of assigned personnel.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the City Manager or a designated Department Head.

Exercises direct and indirect supervision over assigned support staff.

ESSENTIAL DUTIES

Essential and other important responsibilities may include, but are not limited to, the following:

Plan, organize and direct the City's information technology function; establish and evaluate technical standards for City computer and network equipment; plan and administer the policies and goals of the Division.

Oversees and participates in upgrades and replacements of computer hardware; installs, upgrades, troubleshoots, and repairs systems software, applications software and hardware; adds and removes users; ensures the ongoing effectiveness of the systems; performs basic network administration; upgrades or replaces network hardware, including cable installation and the wiring of patches, cables, and connectors.

Train and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions.

Plan and coordinate the maintenance and operation of City computer systems; administer anti-virus programs and mail server programs.

Oversees the maintenance of the City's phone system, sets-up voice mail, pager notifications, initial greetings, and automated options.

Advises departments concerning potential technology tools and information technology advancements; develops policies, procedures, and business processes for information technology, including developing and managing a technology master plan.

Oversee and participate in a variety of network-related activities including installation, troubleshooting, security and complex network design activities; develop network use policies; monitor and assure proper working condition of computer networks.

Coordinate and provide technical training to City employees on Local Area Networks (LANs) and Wide Area Networks (WANs).

Maintain current knowledge on technological advances in the field; research and evaluate new information technology tools and program; respond to user questions regarding new technology products; recommend and purchase new computer hardware, software, network and other technological equipment as needed.

Direct the preparation and maintenance of a variety of information technology logs, files, reports, and libraries; maintain system hardware inventory and maintenance agreements; assure proper documentation of software licenses; maintain the master e-mail and computer domain user accounts.

Maintain the City's website utilizing appropriate web software programs; prepare HTML and related files for posting on the site.

Develop and prepare the annual preliminary budget for the Information Technology Division; analyze and review budgetary and financial data; control and authorize expenditures in accordance with established limitations.

Oversee and maintain confidential data, files, software and information.

Operate a computer and other office equipment as assigned; drive a vehicle to conduct work as assigned.

Attend and conduct a variety of meetings as assigned.

Perform custom database queries and GIS system analysis.

Plan computer facility requirements; assure proper security of computer facilities.

Represents the City at various conferences and meetings.

Makes presentations to City Council regarding division activities.

Perform related duties as assigned.

MIMIMUM QUALIFICATIONS

Knowledge of:

Planning, organization and management of information technology function.

Computer hardware systems, software applications, operating systems and languages used by the City.

Principles and practices of administration, supervision and training.

Technical aspects of LAN and WAN design, NAS, Fibre Channel, SANs, ICMP, SNMP, LAN/WAN, virtualization, port-based monitoring, and GIS; expert knowledge in security standards and firewall protocols, installation, maintenance and operations.

Applicable laws, rules, codes and regulations related to assigned activities.

Principles and techniques of systems and network analysis.

Current methods, practices and procedures involving the use of computer technology and related equipment.

Project Management techniques, software and tools to effectively manage the scope of work, project costs, technical resources, and maintain schedule integrity.

Website development and related software.

Principles of network security.

Principles of database management.

City purchasing policies and procedures.

Budget Administration, analysis, forecasting, and implementing controls.

Principles and techniques of systems analysis, design and programming.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Ability to:

Plan, organize and direct the Information Technology function.

Establish and evaluate technical standards for City computer and network equipment.

Prepare and administer the Information Technology budget.

Train and evaluate the performance of assigned staff.

Communicate effectively both orally and in writing.

Interpret, apply and explain rules, regulations, policies and procedures.

Establish and maintain cooperative and effective working relationships with others.

Analyze technology situations accurately and adopt an effective course of action.

Design complex computer networks.

Plan and organize work.

Meet schedules and time lines.

Work independently with little direction.

Plan computer facility requirements.

Direct the maintenance of a variety of reports, logs and files related to assigned activities.

Keep abreast of and understand emerging industry trends and innovation and make suitable recommendations.

Maintain confidential data, files, software and information.

Communicate very technical information in layman's terms, orally and in writing; maintain detailed records.

Prepare and administer a budget.

Work under pressure and meet deadlines.

EXPERIENCE AND CERTIFICATION(S)

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

Experience: Progressively responsible experience in information system design, implementation, and operations, including supervisory and management level experience. Experience in strategic plan development of agency-wide information systems; financial software, geographic mapping, computer-aided dispatch, local and interdepartmental network systems in a public sector environment is highly desirable.

Training: Equivalent to a Bachelor's Degree from an accredited college or university with major course work in computer science, information systems management, or a closely related field.

License or Certificate:

Possession of, or ability to obtain an appropriate, valid California Driver's License.

NECESSARY SPECIAL REQUIREMENTS

Must be 18 years of age or older.

Must successfully pass a pre-employment medical examination, including a drug screen, fingerprint, background check, and reference check.

Must be able to provide proof us U.S. citizenship or legal right to work in the United States.

PHYSICAL REQUIREMENTS

Environmental Conditions: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work in an office environment with occasional visits to operations off site to assist the operation with their information system needs. While performing the duties of this job, the employee occasionally works in outside weather conditions.

The employee is occasionally exposed to wet and/or humid conditions, toxic or caustic chemicals.

The noise level in the work environment is usually quiet while in the office, or moderately loud when in the field.

Physical Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk, sit and talk or hear. The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

FLSA Status: Exempt – Unrepresented

Approved by Council: 3/19/19