



Information Systems Manager

Department/Division:	Administration
Reports To:	Director of Administrative Services/Treasurer
Provides Direction To:	Information Technology/GIS Analyst
Date Prepared:	April 21, 2022

GENERAL PURPOSE

Under administrative direction, performs a variety of managerial, professional, technical and analytical tasks in maintaining the City's information system including LAN servers, personal computers, system printers, telephone system, document imaging, WEB page and various software applications and information technology; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

The Information Technology Manager plans, organizes, and is accountable for the effective functioning of information technology services, systems, and database records. This classification is distinguished from the Information Technology/GIS Analyst by its broader scope of responsibility for City-wide systems, networks, and applications, budgeting, and interfaces with management, contractors, and users, and Emergency Center Operations involving information technology matters.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

1. Develops and recommends departmental goals, budget, and information technology capital replacement plan, and forecasts related needs.
2. Plans, schedules, and supervises the work of the Information Technology/GIS Analyst; provides guidance and training, and competes performance evaluations based on work assignments and projects.
3. Plans, organizes, and manages the City's information network computer systems, printers, copiers, and other hardware and telecommunications to maintain optimal performance for daily use city-wide including the Emergency Operations Center.

4. Oversees the daily safe keeping of digital records, software applications and specialty programs and operates a backup system for security purposes to safeguard data from unforeseen occurrences and security risks.
5. Implements system changes, updates and maintenance of the computer network and installs and maintains computer hardware, software systems, and departmental applications.
6. Provides support, coordination and technical assistance with specialty programs such as Office 365, the City's website, records and registration applications and geo-based software and resolves technical problems.
7. Researches, evaluates and recommends hardware/software purchases, specialty programs and technology devices to meet City and departmental needs.
8. Administers City technical services maintenance contract for hardware as well as software licenses and services as City's liaison involving technical problems.
9. Conducts user training and provides technical support; administers user credentials, accounts, and systems security.
10. Maintains and manages the City's document imaging system and specialized records databases.
11. Administers City-wide cable, cell phone, voice utility services, cameras, credit card machines, and related audio-video technology, including City Council meeting technology.
12. Researches, compiles, and presents reports, findings, and recommendations related to computer technology trends and applications and represents the City at various internal and inter-agency meetings and task forces.

QUALIFICATIONS GUIDELINES

Knowledge of:

Principles and practices involving computer technology, operating systems, networking, storage and database administration, security, server, phone systems and email Office365 administration, and software analysis and applications, local area network (LAN), personal computers, document imaging, web page design and maintenance and various database and GIS (geographic information system) software applications; effective business communications and correct English usage, including spelling, grammar and punctuation.

Ability to:

Analyze and solve problems related to information systems and data applications; evaluate alternatives and reach sound conclusions; collect; prepare clear and concise reports, and other written materials; maintain accurate records and files; coordinate multiple projects and meet critical deadlines; exercise sound judgment within

established guidelines; communicate clearly, concisely and effectively, orally and in writing; establish and maintain effective working relationships with staff, management, and public and private representatives; operate computer-based word processing, records management, spreadsheet and database management software.

Education/Training/Experience:

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to Bachelor's Degree in information technology, public administration, or a closely related field.

Experience: Five years of varied managerial, professional, and technical information technology experience, including operating systems, networking administration, storage, server administration, security, software and web applications, document imaging, geographic information systems, and telecommunications systems. Additional forms of information technology network, security, and scrum master certification are desirable.

Licenses; Certificates; Special Requirements:

Possession of, or ability to obtain, a valid Class C California drivers license.

Ability to work variable or extended work hours to maintain City information technology systems.

PHYSICAL AND MENTAL DEMANDS

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

Physical Demands

While performing the duties of this class, the employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands or arms. The employee occasionally walks and stands and lifts and moves records and documents weighing 20 pounds or less.

Specific vision abilities required by this job include close vision, color vision, depth perception and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the employee is regularly required to use oral and written communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret data and situations; use math and mathematical reasoning; learn and apply new skills or information; perform highly detailed work on multiple concurrent tasks; work under changing and intensive deadlines with frequent interruptions; and interact with City officials, media, citizens groups, employees and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.