



Information Technology Manager

Class Code:
10110

Bargaining Unit: N/A

CITY OF SHORELINE
Revision Date: Mar 13, 2019

SALARY RANGE

\$109,964.00 - \$139,363.00 Annually

GENERAL 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.*

DEFINITION

To direct, manage, supervise and coordinate the activities and operations of the Information Technology Division within the Administrative Services Department including the installation and maintenance of telephone services and equipment, computer systems and associated software and hardware needs and utilization of the City network; to coordinate assigned activities with other divisions, departments and outside agencies; and to provide highly responsible and complex administrative support to the Administrative Services Director.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Administrative Services Director.
Exercises direct supervision over professional, technical, contract and clerical staff.

EXAMPLES OF DUTIES:

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS *Essential responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Assume management responsibility for City-wide assigned services and activities of the Information Technology Division including the installation and maintenance of computer systems and associated software and hardware needs as well as telecommunications systems; and utilization of the City network.
2. Manage and participate in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommend and administer policies and procedures.
3. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within City policy, appropriate service and staffing levels.
4. Plan, direct, coordinate and review the work plan for information systems staff; assign work activities, projects and programs; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems.
5. Oversee the design and management of computer hardware and software systems including the support of two-way transfer of electronic information with the public and other agencies.
6. Develop, update and manage the strategic planning for technology, including the formation and leadership of governance teams, development of enterprise architecture principles, project assessment and approval and ensure that technology adopted follows the plan and principles. Coordinate the evaluation of new technologies appropriate to the City.
7. Oversee planning implementation and management all aspects of telecommunication equipment installation and maintenance.
8. Oversee the procurement of enterprise systems.

9. Manage the selection of outside consultants, engineers and system integrators for City needs.
10. Oversee, develop and manage various support systems for City information including the Internet System, GIS, CAD and DBMS; establish procedures for access and utilization of all communication systems.
11. Oversee the City's technology security program including cybersecurity protection, detection, response, and recovery planning.
12. Serve as member of the Emergency Management Team to provide emergency computer hardware and software systems; telecommunication services and coordinate with other emergency agencies.
13. Select, train, motivate and evaluate information systems personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
14. Develop and administer the division's annual budget; participate in the forecast of funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; implement adjustments.
15. Support staff, partners and customers in continuous improvement efforts.
16. Serve as staff on a variety of boards, commissions and committees; prepare and present staff reports and other necessary correspondence.
17. Provide responsible staff assistance to the Administrative Services Director.
18. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of information systems.
19. Attend training sessions and review printed and electronic resources to maintain information systems knowledge and required certifications.

Marginal Function:

Perform related duties and responsibilities as required.

QUALIFICATIONS:

Knowledge of:

Operational characteristics, services and activities of an information systems program.
 Principles used in the design, installation and maintenance of various telecommunication services and equipment.
 Principles and practices of technology management, system development and systems integration.
 Principles and practices of network administration, access and security guidelines.
 Project planning and management principles.
 Information systems standard processes.
 Current industry standards for computer and telephone systems.
 Operational characteristics of Internet, GIS, CAD and DBMS systems.
 Principles and practices of computerized records.
 Principles and practices of program development and administration.
 Methods and techniques of information systems planning and design.
 Principles and practices of local budget preparation and administration.
 Principles of supervision, training and performance evaluation.
 Pertinent Federal, State and local laws, codes and regulations.
 Principles of continuous improvement methodologies
 Network security principles

Ability to:

Manage a comprehensive information systems program.
 Manage, direct and coordinate the work of lower level staff.
 Select, supervise, train and evaluate staff.
 Participate in the development and administration of division goals, objectives and procedures.
 Prepare and administer large program budgets.
 Prepare clear and concise administrative and financial reports.
 Develop and manage various information support systems for City information.
 Identify current and potential problems, and develop solutions.
 Analyze needs of City departments and develop solutions to meet those needs.
 Assess and prioritize multiple tasks, projects and demands.
 Perform City-wide telephone system installation and maintenance.
 Research, analyze and evaluate new service delivery methods and techniques.
 Interpret and apply Federal, State and local policies, laws and regulations.

Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training Guidelines

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

Experience:

Five years of increasingly responsible experience in the management of information systems including two years of administrative and supervisory responsibility.

Training:

Equivalent to a bachelor's degree from an accredited college or university with major course work in information systems, computer science or a related field.

SUPPLEMENTAL INFORMATION:

Environmental Conditions:

Office environment; extensive exposure to computer screens