



## Information Technology Manager

### ***Purpose of the role:***

Under administrative direction, plans, organizes and manages the activities and operations of the Information Technology Division within the Finance Department; oversees and manages the City's computer information systems and staff; provides leadership, professional assistance and guidance in developing citywide departmental management information policies, plans, systems and computer applications; coordinates assigned activities with other divisions, departments, and outside agencies; provides highly responsible and complex administrative support to the Finance Director; and performs related duties as assigned.

### ***Distinguishing Characteristics:***

The Information Technology Manager is a Division head with responsibility for planning, organizing and implementing major programs, services and operations related to meeting the City's centralized information systems and data processing needs. Incumbents in this class are responsible for developing and implementing the Division's goals and objectives and for planning, organizing and directing the work of subordinate staff. Assignments are broad in scope and are carried out with a significant degree of latitude and independence.

***The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.***

### ***Essential Duties and Responsibilities:***

- Plans, organizes, controls, integrates and evaluates information system activities and operations within the Finance Department; develops, implements and monitors long-term plans, goals and objectives focused on achieving the department's mission and assigned priorities; manages and directs the development, implementation and evaluation of plans, policies, systems and procedures to achieve annual goals, objectives and work standards.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and other rewards to recognize performance; recommend disciplinary action, up to and including termination, in accordance with the City's Personnel Rules and Regulations.

- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate services and staffing levels.
- Provides leadership and works with staff to develop and retain highly competent, customer service-oriented staff through selection, compensation, training and day-to-day management practices that support the City's mission and values.
- Participates in the development of the Department's annual budget; forecasts funds needed for the Division's staffing, equipment, materials, and supplies; approves Division expenditures and implements budgetary adjustments as appropriate and necessary.
- Manages the delivery of systems development activities and data processing services to City departments; provides support for improving organizational performance through further automation and more effective use of data processing hardware and software; reviews and approves general system approaches to the solution of problems and reviews program results.
- Confers with City managers regarding current and anticipated information services requirements and the feasibility of alternative approaches to meeting requirements; develops and recommends short- and long-term plans for hardware and software upgrades; works with City managers to prioritize applications development and enhancement requests.
- Oversees, plans and coordinates systems design and the installation, implementation and conversion to new programs and hardware; consults with manufacturer's representatives to define equipment needs; performs analyses and presents proposals for major purchases of hardware and software.
- Coordinates information systems activities with other City departments and with outside agencies to implement better ways to use existing hardware and software and to design and evaluate new systems solutions.
- Provides staff assistance to the Finance Director; completes special projects as assigned; represents the City at various meetings and events; prepares and presents staff reports and other necessary correspondence.
- Maintains current knowledge of new information technology trends and innovations; attends and participates in professional group meetings; participates in professional development activities; reads publications relevant to area of assignment.
- Explains, justifies, and defends assigned programs, policies, and activities; negotiates and resolves sensitive and controversial issues; responds to and resolves difficult and sensitive citizen inquiries and complaints.
- Performs related duties as required.



*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

Knowledge of:

- Operational characteristics, services, and activities of a municipal information systems program.
- Principles, practices and techniques of information systems management, including applications design, hardware and software options for administrative and business-oriented applications and the cost-benefit of systems alternatives.
- Principles and practices of program development and administration.
- Methods and techniques of project management as applied to computer systems development and installation.
- Operating principles, parameters, methods, practices and limitations of mid-range computers, personal computers, and related equipment.
- Principles and practices of database design and administration.
- Methods and techniques of systems analysis.
- Principles and practices of municipal budget preparation and administration.
- Principles and practices of management, supervision, training, and performance evaluation.
- Pertinent federal, state, and local laws, codes, and regulations.

***Desired  
Minimum  
Qualifications:***

Ability to:

- Oversee and participate in the management of a comprehensive information systems program.
- Manage 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.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Plan, organize, integrate and manage systems development and administration and computer operations activities.
- Establish and maintain production schedules.
- Identify information system issues and opportunities, analyze problems and alternatives and develop sound conclusions and recommendations.
- Assess user department needs, set priorities and allocate staff to most effectively meet such needs in a timely manner.
- Develop and implement appropriate procedures and controls.
- Exercise sound independent judgment within general guidelines.
- Perform complex analysis and research, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Prepare and administer large and complex budgets.
- Prepare clear, concise, and comprehensive administrative and technical reports.
- Read and interpret complex data, information and documents.
- Work on multiple, concurrent projects with strict deadlines and with frequent interruptions.
- Utilize standard office equipment including computers and related software applications.

- Understand, interpret, explain and apply applicable 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.
- Respond and perform assigned duties in the event of a City-declared emergency.

**Competencies:**

- Effective Communicator
- Strategic Thinker
- Problem Solver and Decision Maker
- Planner and Organizer
- Interpersonally Effective
- Skill and Career Development Coach
- Technically Knowledgeable

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

**Education:**

A Bachelor's degree from an accredited college or university with a major in computer science, management information systems or a closely related field.

**Education and  
Experience  
Guidelines:**

**Experience:**

Eight years of increasingly responsible experience in the design and installation of business data processing systems, at least three of which were at a supervisory or management level.

**Licenses; Certificates; Special Requirements:**

A valid Class C California driver's license is required.

*The conditions herein 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 job functions.*

**Physical and  
Environmental  
Conditions:**

**Physical:** Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; and operate office equipment. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

**Environment:** Standard office setting; frequent interaction with City managers, employees, and vendors.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

*Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.*

Date Adopted: 7/5/03

Date Revised: