

CITY OF ARCADIA

INFORMATION TECHNOLOGY MANAGER

DEFINITION

Under general direction, plans, manages, and oversees all aspects of the City's information and telecommunications systems. Administers the Citywide contract for information technology services; ensures conformance with strategic technology plans, system specifications, and quality standards. Perform a variety of duties involved in assisting with project management and user training of new applications purchased and deployed by the City.

SUPERVISION EXERCISED

Exercises direct supervision over contracted and assigned staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Administers the City's IT support services contract including network administration, help desk, maintenance, and deployment services; monitors and ensures compliance with contract requirements.

Evaluates the efficiency and effectiveness of service delivery methods and procedures; creates performance specifications, timelines, and recommends appropriate service levels.

Coordinate the installation of hardware residing on several servers, mainframes, and operating systems; plans for the configuration, acquisition and integration of additional computer and telecommunications equipment.

Acts as project manager and technical expert to review information system specifications and assists with complex design, development, implementation, and completion of software projects.

Identifies organizational technology needs and priorities; prepares business continuity, monitors execution of data security system back-ups and disaster recovery plans; maintain the integrity of networks and applications.

Oversees information technology activities including servers and network infrastructure, desktop systems, printers and other peripherals, GIS systems, and software applications.

Designs the City's Local Area Network (LAN) and Wide Area Network (WAN); works with the Network Operation System (NOS) and all monitoring and management

tools; configures, monitors, and fine tunes system parameters to maximize network performance.

Participates in the development and administration of Information Technology budgets and forecast funds for information systems repair, upgrades, and replacements; assures that actual operating and capital project expenditures are aligned with budget projections.

Researches costs associated with hardware and software services and use of consultants and other contractors; negotiates contracts with vendors and controls costs, prepares formal bids and requests for proposals.

Maintains current knowledge of City's computerized information systems and telecommunications networks; reviews and recommends new or modified programs, systems, and upgrades based upon user needs and industry standards.

Plans and manages information technology training involving staff and external service providers; provides technical support to system users.

Researches, prepares, and presents oral and written reports concerning information technology projects and services; represent the City effectively in meetings with commissions, community groups, governmental bodies, the media, and the public.

Maintains an inventory of all applications, software, and information technology assets.

Establishes positive working relationships with City management, staff, and the public.

Performs related duties as required.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Operational principles, services, characteristics, and activities of an information technology program.

Operating systems, including Microsoft Windows and Windows Server, Linux, Mac OS, and Chrome OS.

Network and PC hardware and peripheral equipment; LAN, WAN, internet and website maintenance and programming.

Computer hardware, applications, and network connectivity.

Organization and management practices as applied to the analysis and evaluation of information technology programs, policies, and operational needs.

Advanced principles and practices of information systems development, design and analysis.

Design, troubleshooting, testing, implementation, monitoring, and evaluation of automated systems.

Current industry standards in network hardware and protocols and commonly used programming languages.

Applicable federal, state and local laws, codes and regulations.

Problem solving techniques.

Training and instructional techniques.

Safe driving principles and practices.

Skill to:

Operate modern office equipment including computer equipment and peripherals.

Operate a motor vehicle safely.

Ability to:

Plan, manage, and oversee a comprehensive information technology program.

Develop, implement, and administer goals, objectives, and procedures for providing effective and efficient technology services.

Supervise, direct, and coordinate the work of contract staff.

Analyze City needs and requirements and set priorities.

Analyze a complex issue, and develop and implement an appropriate response.

Handle multiple concurrent projects and manage priorities and tasks.

Communicate clearly and concisely, both orally and in writing.

Keep up with changes and advances in technology.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Minimum Qualifications:

Experience:

Five years of responsible information technology experience in both personal and mainframe computer hardware, including network systems, and a variety of software applications including two years of supervisory responsibility managing complex projects and budgets, involving computer technology systems and applications.

Training:

Equivalent to a Bachelor's degree with major course work in Management Information Systems, Computer Science, Public Administration, or a related field.

License or Certificate:

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

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment with some ability to sit, stand, walk, crawl, kneel, stoop, twist, and lift 50 lbs. with or without reasonable accommodations; some exposure to electrical hazards; ability to travel to different sites and locations.

Effective Date: February, 2018