INFORMATION TECHNOLOGY MANAGER

Definition:

Under general direction manages, plans and organizes all computer center operations; coordinates data processing activities with City divisions and departments; coordinates or performs the instruction of computer related skills for all City staff and performs related work as required.

Essential Duties and Responsibilities:

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

Implements the application of computer technology to meet City needs including all computer hardware, software, applications, data communications and related equipment.

Directs and participates in the development of the Information Technology (IT) work plan and establishes work plan priorities.

Monitors all City computer systems, including library and public safety systems, to ensure operation reliability.

Coordinates with various groups to establish IT strategies, goals and programs.

Recommends IT plans and strategies, evaluates requests for computer applications and makes recommendations regarding priorities.

Manages the selection of, trains, supervises, evaluates and provides direction to assigned staff.

Plans, directs and participates in the training of City staff in the use of hardware and software; provides staff assistance to all departments and performs system analysis for all City systems.

Oversees vendors and contractors assigned to IT activities.

Establishes and enforces all computer standards and procedures to include system integrity and security standards and procedures.

Recommends the purchase of all computer hardware, software and services required to implement approved projects.

Supervises the installation of all IT hardware and determines necessary preventative and corrective maintenance needs.

Assesses current and future IT needs to develop recommendations and budget proposals and prepares, manages and plans the IT budget.

Reviews and analyzes a variety of material, contracts and other data.

Attends meetings and conferences, makes oral presentations and serves on various committees.

Operates a personal computer and uses applicable software to create and maintain a variety of records and to prepare reports, correspondence and related materials

Drives a vehicle on City business.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

Lifts and moves computer components and other office items weighing 30 pounds or less.

Class Characteristics:

Information Technology Manager is a confidential division manager position in the Administrative Services Department with broad responsibility for the safe, efficient and cost-effective administration of division activities. The incumbent is responsible for a wide variety of computer related functions. Assigned duties require substantial independent judgment and initiative.

Contacts and Relationships:

The Information Technology Manager supervises support staff as assigned. Contacts are established and maintained with a wide variety of individuals and sources to include Administrative Services Department staff, other City staff, contractors and vendors.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

Knowledge of:

Operations, services and activities of the information technology function at a divisional or departmental level.

Federal and State laws/regulations applicable to area assigned.

Theory, principles and design of information systems, data management and networking.

Applications and functions of personal and mini computer hardware and peripheral equipment in both a stand-alone and network environment.

Software products, computer systems, personal computers and networking.

Principles and practices of computer systems management, analysis, design, programming and maintenance.

Principles, practices and languages used in programming and computer systems operation.

Software packages including but not limited to word processing, spreadsheet, data base, financial, graphic and desk top publishing applications and programs.

Effective instructional techniques.

Methods of research and analysis.

AND

Ability to:

Plan, organize and direct a comprehensive information technology services and support program.

Evaluate and prioritize hardware and software requests.

Analyze complex administrative and data systems, identify problems and make sound recommendations.

Coordinate, direct and supervise systems analysis, design and programming.

Develop and recommend cost effective technical system improvements and prepare work plans and time estimates for projects and proposed systems.

Use independent judgment and initiative.

Coordinate activities with other City departments/divisions and assist other City staff in identifying data processing needs.

Communicate effectively orally and in writing.

Adhere to multiple deadlines and handle multiple projects.

Operate a personal computer and use applicable software programs.

Establish and maintain effective relationships with those contacted in the course of work.

A typical way to obtain the knowledge and abilities is as follows:

Education:

A Bachelors Degree in Computer Science, Business Administration or a closely related field from an accredited college or university.

AND

Experience:

Four years of progressively responsible experience as a programmer/analyst or systems analyst to include one year of supervisory experience.

Special Requirements:

The City of Fullerton's Conflict of Interest Code requires that the Information Technology Manager file financial disclosure statements in accordance with State and local laws.

Must be able to work a flexible schedule and extended hours and be on call on a 24-hour basis to accommodate City needs related to the Police Department and City mainframe system.

Valid and appropriate California Drivers License and acceptable driving record at time of appointment and throughout employment in this position.

Physical Tasks and Working Conditions Include the Following:

Work is performed in an office environment and requires sitting for prolonged periods of time using a computer, keyboard and related equipment. The incumbent walks, stands, kneels, bends, stoops, reaches, grasps and lifts computer components and other items weighing 30 pounds or less and drives a vehicle on City business. The incumbent must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Fair Labor Standards Act Designation: Exempt – Administrative.

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