

INFORMATION SYSTEMS PROJECT / PROGRAMMER MANAGER

Definition:

Under general supervision performs specialized technical and professional work related to complex database support and system administration including the programming, testing, troubleshooting, installation, implementation, documentation and maintenance of City systems, databases, programs and applications; oversees and monitors assigned Information Technology (IT) projects 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 in the class include the following:

Performs systems administration duties on assigned systems and documents and maintains a variety of applications and databases.

Troubleshoots, analyzes and resolves system and applications hardware and software problems and resolves applicable IT issues at the server level.

Analyzes user needs and designs/develops materials for user training and trains users on database and/or software applications.

Originates a variety of technical IT processes and defines/implements IT procedures.

Oversees and monitors assigned IT projects to include network, office automation, public safety, geographic information system (GIS) and web development projects.

Develops technical documentation on processes, databases and programs.

Performs project management duties on complex systems projects.

Leads assigned group(s) throughout IT project lifecycles and supervises assigned staff.

Provides administrative support to the IT Manager as needed.

Studies and charts system and procedures workflow and provides related recommendations and integration services.

Gathers costing information, obtains vendor quotes and recommends the purchase of hardware and software.

Makes oral and written reports and attends and participates in professional group meetings.

Performs research and maintains a self-training program to remain current in the IT field.

Studies the overall functions of assigned areas in specific departments to better analyze automation needs.

Assists in development and maintenance of City-wide IT standards, policies, and procedures.

Operates IT related and other computer equipment and applies a wide variety of software.

Lifts and moves boxes of records and related items weighing 30 pounds or less.

Other Duties and Responsibilities Include:

May be assigned full responsibility for specific IT systems and databases.

Performs other projects/tasks as assigned.

Drives a vehicle on City business.

Class Characteristics:

Information Systems Project/Programmer Manager is a single incumbent professional/technical position in the Information Technology Division of the Administrative Services Department with duties related to the support of the City's IT functions. The incumbent works independently on technical assignments, provides direction to others and acts as backup for the Information Technology Manager as assigned.

Contacts and Relationships:

The Information Systems Project/Programmer Manager establishes and maintains contact with staff in the Administrative Services Department and staff in other City departments. Some contact will occur with department heads. Additional contact may occur with vendors/consultants/contractors and other public agencies.

Qualification Guidelines:

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

Knowledge of:

Principles and practices of computer science and information systems.

Operational characteristics of a variety of computer systems, applications, hardware, software and peripheral equipment.

Effective supervisory and management techniques.

Technical writing and documentation methods and techniques.

A variety of common operating systems, database platforms and programming languages including programming methods and techniques.

Systems and software application troubleshooting methods and techniques.

Principles, practices, methods and techniques used in the installation, troubleshooting and maintenance of systems and applications.

Methods of research, analysis and report writing related to area assigned.

Laws and regulations related to area assigned.

Information system security concepts, practices and methods.

Principles and practices/techniques of IT quality assurance and project management.

Specialized troubleshooting, diagnosis and problem resolution in areas such as GIS, networks, financials and public safety systems.

English usage, spelling and grammar.

AND

Ability to:

Perform programming duties and troubleshoot system and application problems using logical and methodical processes.

Read, interpret and apply complex technical publications, manuals and other documents.

Install, troubleshoot, test and support systems and applications.

Handle multiple deadlines and multiple projects.

Provide technical support to system/application design and development projects.

Compose reports, presentations, documents and other material through database and report writing tools.

Analyze, identify and resolve system and applications malfunctions.

Analyze, troubleshoot and remediate system and application errors.

Provide direction/training to others and monitor activities and tasks as assigned.

Identify, recommend and implement improvements to systems, applications and service delivery.

Communicate effectively orally and in writing and communicate technical information clearly and concisely.

Understand and carry out oral and written instructions independently.

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:

Bachelors Degree from an accredited college or university in Computer Science or a closely related field and completion of some additional specialized training such as GIS, OA, Networks or other specific software applications training.

AND

Experience:

Three years of increasingly responsible experience in performing complex database support and systems administration including programming, testing, troubleshooting, installation, implementation, documentation and maintenance of systems, databases, programs and applications.

Special Requirements Include:

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

Must be able to successfully pass a Police Department pre-employment screening process.

Must be able to work a flexible and extended schedule to accommodate City needs and be available for emergency and non-emergency call back.

The City of Fullerton's Conflict of Interest Code requires that the Information Systems Project / Programs Manager file financial disclosure statements in accordance with state and local laws.

Non-Required Skills / Abilities / Experience / Certifications / Education Which may be Helpful or Preferred Include:

Project Management (PMI - PMP) and/or Microsoft certification (MCAD, MCPD, MCSD) desirable but not required.

Physical Tasks and Working Conditions Include the Following:

Work is performed indoors in an office environment. The incumbent sits for extended periods of time, operates a computer, keyboard and related equipment, stands, walks, reaches, bends, kneels, twists, crouches, bends, grasps, lifts and moves boxes of records and other items weighing 30 pounds or less and may drive 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 – Special Exemption for Computer Software Employees.

Established July 2006