INFORMATION SYSTEMS MANAGER

*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

Under administrative direction, administers City computer and communication systems development and operations activities; provides professional assistance to City management staff in information systems development and analysis; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is a professional-managerial, single position class that provides assistance and support to staff in all City departments in the area of information systems development, processing and interdepartmental coordination. Access to the City's most confidential information is provided in the course of the performance of day-to-day duties.

SUPERVISION RECEIVED AND EXCERISED

Receives general supervision from the City Manager and/or the Assistant City Manager.

Exercises supervision over information technology, data processing staff and/or contract staff.

ESSENTIAL FUNCTION STATEMENTS

Essential responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

Assume management responsibility for assigned services and activities of the Information Systems division, in citywide computer systems, data network and telephone system, including traffic and planning, network monitoring, security and administration.

Manage and participate in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommend and administer appropriate policies and procedures.

Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend appropriate service and staffing.

Plan, direct, coordinate and review the work plan for assigned staff; assign work activities, projects and programs; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems.

Coordinate information system division activities with other departments ensuring understanding of departmental information needs, capabilities and limitations.

Maintain liaison with equipment manufacturer's representatives to ensure satisfactory support and develop timely information regarding new technology, techniques and developments affecting City operations.

Essential Functions (continued)

Develop long-and short-range plans, including hardware and software upgrades.

Resolve service complaints received from using departments and implement corrective action; receive and prioritize requests for computer applications development and oversee the development and implementation processes.

Direct computer operations, data control and data entry activities; coordinate the acquisition of personal computers and software for individual department use.

Select, train, motivate and evaluate information systems staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

Oversee and participate in the development and administration of the division's annual budget; participate in the forecast of funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; implement adjustments.

Conduct or direct the conduct of analytical studies; develop and review reports of findings, alternatives and recommendations.

Participate on various City management committees; represent the City in meetings with representatives of manufacturers, vendors, professional and business organizations.

Monitor developments and legislation related to information systems matters; evaluate their impact upon City operations and recommend and implement equipment, policy and procedural improvements.

Marginal Functions:

Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Operational characteristics, services and activities of an information systems program, including those needed for the type of centralized and departmental personal computers used by the City.

Principles, practices and techniques of applications design and hardware and software options for major administrative and business-oriented applications, network security design and implementation.

Principles and practices of municipal budget preparation and administration.

Principles of supervision, training and performance evaluation.

Pertinent Federal, State and local laws, codes and regulations governing information systems.

Ability to:

Oversee and participate in the management of a comprehensive information systems program.

Oversee, direct and coordinate the work of assigned staff.

Select, supervise, train, motivate and evaluate staff.

Participate in the development and administration of division goals, objectives and procedures.

Analyze complex problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Prepare clear and concise administrative and financial reports.

Operate all required office equipment.

Assess user department needs, set priorities, and allocate staff to meet such needs in a timely and effective manner.

Research, analyze and evaluate innovative service delivery methods and techniques.

Interpret and apply Federal, State and local policies, laws and regulations governing information systems.

Communicate clearly and concisely, both orally and in writing.

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

Assimilate information, process logically and make sound decisions. Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading, writing and operating assigned equipment.

Maintain physical and mental capacities appropriate to the performance of assigned duties and responsibilities.

Special Requirements:

May be required to perform work outside of normal business hours.

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

Experience:

Five (5) years of increasingly responsible management/administrative experience in information systems design, implementation and operations in a centralized operating environment of which, at least two (2) years included supervision of professional programming staff. Public sector experience is highly desirable.

Training:

Equivalent to a Bachelors degree from an accredited college or university with major course work in computer systems, mathematics, engineering, business administration, accounting or a related field. An appropriate advanced degree is desirable.

License/Certification:

Possess and maintain a valid California driver's license.

PHYSICAL DEMANDS

Sitting:	Frequently	Lifting:	
Standing:	Occasionally	up to 10 lbs:	Occasionally
Walking:	Occasionally	11 to 25 lbs:	Occasionally
Bending:	Occasionally	26 to 50 lbs:	Never
Crouching:	Occasionally	51 to 75 lbs:	Never
Stooping:	Occasionally	76 to 100 lbs:	Never
Kneeling:	Never	100 + lbs:	Never
Crawling:	Never	Carrying:	
Climbing:	Never	up to 10 lbs:	Occasionally
Balancing:	Never	11 to 25 lbs:	Occasionally
Running:	Never	26 to 50 lbs:	Never

PHYSICAL DEMANDS: (continued)

Twisting:	Occasionally	51 to 75 lbs:	Never
Turning:	Occasionally	76 to 100 lbs:	Never
Jumping:	Never	100 + lbs:	Never

Pushing/Pulling:	
up to 10 lbs:	Occasionally
11 to 25 lbs:	Occasionally
26 to 50 lbs:	Never
51 to 75 lbs:	Never
76 to 100 lbs:	Never
100 + lbs:	Never

Grasping – firm:	Occasionally
Finger dexterity:	Occasionally to Frequently
Reaching forward:	Occasionally
Reaching overhead:	Occasionally
Pinch grasp:	Occasionally
Grasp – light:	Occasionally

Coordination	-	Eye-hand:	Frequently
		Eye-hand-foot:	Never
		Driving:	Occasionally
Talking	-	Face-to-face:	Occasionally
		Verbal contact:	Occasionally
		Public:	Occasionally
Vision	-	Acuity far:	Required
		Acuity, near:	Required
		Depth perception:	Required
		Field of vision:	Required
		Accommodation:	Required
		Color vision:	Required

Hearing	-	Conversation:	Occasionally
		Telephone:	Occasionally
		Earplugs:	Never

MENTAL REQUIREMENTS

Abstract variables, Interpret instructions, Problems-standard, Reading-simple, Reading-complex, Writing-simple, Writing-complex, Math skills-simple, Math skills-complex, Spatial, Form, Clerical, Coordination, Analyzing, Compiling, Computing, Copying, Comparing, Mentoring, Negotiating, Instructing, Supervising, Diverting, Persuading, Speaking-signaling, Serving, Taking instructions-helping, Precision Working, Operating-controlling, Driving-operation, Manipulation, Tending, Handling, Comprehend/follow instructions, Perform simple-repetitive tasks, Maintain work pace, Relate to other people, Influence other people, Perform varied-complex tasks, Generalizations/evaluations, Responsibility for direction.

WORK ENVIRONMENT

Exposure to: Indoors, Outdoors, Slippery/uneven surfaces, Using computer/computer monitor screen, Works around others, Works alone, Works with others.

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