

# CITY OF LOS BANOS

## Job Description

<b>POSITION TITLE</b>	INFORMATION TECHNOLOGY MANAGER
<b>DEPARTMENT</b>	INFORMATION TECHNOLOGY
<b>EMPLOYMENT CATEGORY</b>	EXEMPT
<b>EMPLOYMENT LEVEL</b>	MIDDLE MANAGEMENT

### **DEFINITION**

To plan, organize, manage and coordinate the activities of the Information Technology Department including the development and implementation of City computer resources and management of information systems and activities; to coordinate Information Technology activities with other divisions and departments; and to provide highly complex staff assistance to the City Manager.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direct supervision from the City Manager or designee. Exercises direct supervision over assigned technical and administrative support personnel.

### **EXAMPLES OF ESSENTIAL DUTIES**

Duties may include, but are not limited to, the following:

- Reliable and dependable attendance and punctuality.
- Develop and implement Department goals and objectives; recommend and administer policies and procedures.
- Coordinate Department activities with those of other departments and outside agencies and organizations; provide staff assistance to the City Manager and City Council; prepare and present staff reports and other necessary correspondence.
- Manage, oversee and participate in the development of the Department's work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.
- Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the Department.
- Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve the complaints.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Maintain skills through continuing education and training.
- Attend various meetings, trainings, etc.
- Research and prepare technical and administrative reports; prepare written correspondence as necessary.

- Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.
- Plan, organize and manage Information Technology activities including business system support, applications development, maintenance and administration, database administration, Geographic Information Systems analysis, web application development, and Network Services.
- Prepare the Information Technology Department budget; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer the approved budget.
- Review and evaluate hardware and software for use by City staff.
- Recommend and implement policies regarding the acquisition and utilization of computer equipment and software.
- Manage, develop and conduct training programs related to the use of computer hardware and software.
- Work with City management to identify and implement business solutions.
- Research, recommend and oversee the work of contractors and vendors; manage IT related vendor contracts.
- Use formal project management techniques and tools to effectively manage the scope of work, project costs, technical resources, and maintain schedule integrity; utilize project management software; make modifications and adjustments as required to ensure projects are delivered on time and within budget.
- Develop and present special studies on the use of upgrading of information systems resources.
- Manage complex business changes in the implementation of emerging Information Technologies.
- Recommend measures to optimize system security, performance and response.
- Electronically record City Council meetings in various ways simultaneously and ensure meetings are archived appropriately on City website.
- Oversee the implementation of practices, policies, and technologies to enforce data security, requirements. This includes the Department of Justice (DOJ) Criminal Justice Information Services (CJIS) Security Policy and National Institute of Standards and Technology (NIST) security recommendations.
- Ensure IT staff availability to address urgent technology-related needs outside of regular business hours.
- Perform other related duties as assigned.

**Knowledge of:**

- Budgeting procedures and techniques.
- Pertinent local, State and Federal laws, rules and regulations.
- Modern office procedures and computer equipment.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Principles and practices of organizational analysis and management.
- Principles and practices of supervision, training, and personnel management.

- Computer hardware, software, and utilization in the services and functions of local government agency.
- Business issues related to implementing systems.
- Project management methodologies, including project estimating, planning, executing, and examining business or functional issues including technical, operational, and management concerns.
- Techniques for identifying, developing and presenting comprehensive training programs.

**Ability to:**

- Plan, manage and control the administration and operations of the Information Technology Department.
- On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various rules and procedures; and explain and interpret policy
- On a continuous basis, sit at desk and in meetings for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.
- Interpret and apply local, State, Federal, City and department policies, procedures, rules and regulations.
- Supervise, train and evaluate personnel.
- Work independently.
- Understand and follow both oral and written instructions.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.
- Exercise independent judgment.
- Establish and maintain a high level of trust.
- Remain calm and focused during emergency operations.
- Prepare and administer department budgets.
- Develop and implement department policies and procedures.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Develop and implement programs to meet the needs of the City.
- Effectively oversee multiple projects simultaneously while managing project costs, resources, and schedules.
- Prepare and present staff reports at City Council meetings.
- Carry out and/or manage information technology development, deployment, support and maintenance.
- Oversee the acquisition, installation and maintenance of computer hardware and software.

- Evaluate options and develop alternatives, including cost justifications, for the development and application of information technology systems to City operations, services and functions.
- Serve as a consultant on the applications and uses of information technology.
- Pass a Department of Justice security background check.

### **MINIMUM QUALIFICATIONS**

- Must be age eighteen (18) by date of application.
- Equivalent to completion of the twelfth grade.
- Possession of a valid California Class C driver license.
- Bachelor's degree from an accredited college or university in Computer Science, Information Technology, or related field; or proof of enrollment in a Bachelor's degree program with an accredited college or university within thirty (30) days following hire date. Must be actively pursuing Bachelor's degree with a completion date within eighteen (18) months following hire date.
- Five (5) years of increasingly responsible experience in managing and carrying out complex system development at the departmental and/or enterprise level, including three (3) years of supervisory experience.

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