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34009 ALVARADO-NILES ROAD  
UNION CITY, CA 94587  
(510) 471-3232

## **INFORMATION TECHNOLOGY MANAGER**

### **DEFINITION**

Under the direction of the Administrative Services Director, plans, directs and coordinates all activities involving the design, administration and management of the City's Information Systems department, negotiating computer services sub-contracts, computer hardware and software purchases, manages IT department personnel and computer services subcontractors.

### **EXAMPLES OF DUTIES**

- Plans, organizes, assigns, directs, reviews and evaluates Information Technology staff, subcontractors and activities.
- Assists in the development and implementation of goals, objectives, policies and procedures, work standards and the biennial budget for the department.
- Sets priorities, develops implementations plans and oversees the implementation of Information Systems projects.
- Selects assigned personnel and provides for their training and professional development; interprets City policy and procedures to employees; is responsible for morale and productivity assigned staff.
- Maintains safe working conditions for the workforce and public.
- Utilize computer technology for work management, information management and communications.
- Provides corrective counseling and recommendations or administers discipline of personnel as necessary.
- Confers with and provides technical assistance to members of City departments on various computer, telecommunications and other information systems matters; coordinates activities of the divisions with those of other departments and agencies.
- Conducts or directs studies; develops and reviews reports of findings, alternatives and recommendations; directs the maintenance, upgrades and enhancements of the City's computer, telecommunications and information systems and prepares a variety of periodic and special reports regarding assigned responsibilities.

- Provides project management for Capital Improvement Projects within the areas of responsibility.

## **MANAGER OF INFORMATION SYSTEMS**

### **EXAMPLES OF DUTIES (continued)**

- Coordinates and administers contracts for the design and maintenance of facilities and equipment within areas of responsibility.
- Represents the City in meeting with representatives of governmental agencies, professional, business and community organizations and the public; handles complaints and inquiries.
- Works closely with other members of the City's Management teams to provide coordinated and supportive approach to service delivery.

### **QUALIFICATIONS**

#### **Knowledge Of:**

Principles practices, methods and materials for information and telecommunications projects and activities; supervisory principles and methods, including goal setting, budget preparation and administration and employee supervision; safety practices related to the work; work planning, organization and scheduling techniques.

#### **Ability To:**

- Plan, organize, assign, direct, review and evaluate information systems and related computer and telecommunications technology.
- Select, train, motivate and evaluate assigned staff; develop implement and interpret policies, procedures, goals, objectives and work standards; analyze problems, evaluate alternatives and make creative recommendations.
- Establish and maintain effective working relationships with those contacted in the course of the work; represent the City effectively in meetings with others.
- Maintain accurate records and prepare clear and concise reports and correspondence.

#### **Skills**

- Planning and implementing computer conversions and projects.
- Determining user requirements and formulating balanced solutions that take into account current and future needs, priorities, cost-benefits, and other available resources.
- Managing complex projects and budgeting for those projects, including delineating their scope, preparing work plans, resolving conflicts, and overseeing implementation steps.
- Administrations, including planning, priority-setting, budgeting, report writing and formal processes for the acquisition of hardware and software.

- Maintaining a customer service orientation with city departments and active liaisons with counterparts in the public, private and professional sectors.

## **MANAGER OF INFORMATION SYSTEMS**

### **REQUIREMENTS**

- Education and training equivalent to and AA/AS degree in computer science or related field, ten (10) years experience in the computer mainframe applications on mainframe and mini and micro computer operations including knowledge of software, utilities and job control languages.
- Ten (10) years experience in Assembly language programming, COBOL language programming, Digital Command Language (DCL) and the VAX/VMS operating system.
- Special knowledge of Computer Aided Dispatching, Emergency 911 and Records Management Systems requirements and functions, networking and inter-system communications.
- Possess a valid California Driver's license.
- Pass a medical examination for employment.
- Pass a Police Background examination.