_____

INFORMATION TEHCNOLOGY MANAGER
_____

DEFINITION
Under general direction, organizes, supervises coordinates and performs technical work in the maintenance of computer hardware and software; development of technology replacement, repair and upgrade plans and acquisition of equipment; provides responsible and complex professional staff assistance to the City Manager, Assistant City Manager and City Council.

SUPERVISON EXERCISED
Exercises direct supervision over subordinate personnel.

EXAMPLES OF DUTIES
Duties may include but are not limited to:

Manage and supervise the installation, configuration, troubleshooting, upgrade, repair workstations and peripheral devices, network hardware and software, video, sound and communications equipment and related systems.

Develop short and long range plans for technology improvements, replacements and upgrades.

Train, supervise, evaluate and discipline subordinate personnel.

Develop and monitor Department budget, including identification of staff and equipment needs to maintain state-of-the-art information technology programs.

Maintain legal software licensing requirements, hardware inventory, and maintenance schedules.

Determine hardware and software needs, develop Request for Proposals and coordinate purchasing activities.

Manage administration of servers, including DNS, WINS, DHCP, active directory, exchange, file, print and database servers.

Evaluate and analyze inter-agency connectivity needs and requirements and recommend same.

Maintain and update City website providing training and direction to staff in same.

Provide technical assistance and computer training to system users.

Maintain records of computer problems, complaints and resolutions.

Perform related duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

Computer hardware installation, replacement and repair.

Computer operating and applications software included, but not limited to, MS Windows, Office, Word, Excel and PowerPoint, Publisher, Adobe Acrobat, Illustrator and Photoshop.

Operating characteristics of information systems equipment including host computers, printers, storage systems, controllers/multiplexers, communication switches, scanners, PC workstations/terminals and related peripheral devices.

Web design procedures and methods.

Principles and concepts of SQL database administration and UNIX.

Principles of architecture, maintenance and operation of digital computer and electrical systems.

Database backup and restoration.

Principles of budget preparation and monitoring.

Principles of equipment acquisition.

Ability and Skill to:

Create, read and interpret electrical/electronic schematics, system network diagrams, plans, blueprints and electrical wiring diagrams.

Maintain the confidentiality of information.

Install hardware, network and communications systems.

Read and understand schematics and technical instructions and technical manuals, journals, literature and related documents.

Perform complex maintenance tasks on analog and digital equipment.

Train, supervise, evaluate and discipline subordinate personnel.

Analyze information requirements and needs, identify problems, examine alternatives and implement procedures, hardware/software upgrades and replacements.

Plan and organize work to meet schedules and timelines.

Communicate clearly, both orally and in writing.

Perform duties of an emergency worker in the event of a natural or other disaster.

QUALIFICATIONS
Any combination of education and experience that would provide the required knowledge, abilities and skills is qualifying. A typical way to obtain the qualifications would be:

BA/BS degree in computer science or related field and five (5) years of network information technology experience.

LICENSE OR CERTIFICATE
Possession of a valid Class C California driver's license and a good driving record.

ESSENTIAL JOB FUNCTIONS/A.D.A.
Ability to operate computer, calculator, telephone, portable radio, copying machine and cash register.

Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person.

Ability to prepare reports, perform mathematical calculations, count money and sort/file documents.

Ability to sit for two hours at a time.

Ability to lift up to 25 pounds.

Ability to climb a footstool or ladder for the purposes of retrieving records.

Ability to get from one location to another in the course of doing business.