

INFORMATION TECHNOLOGIES DIVISION 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 general direction, to plan, organize, manage and coordinate the City's Information Technologies programs, including: to supervise, assign, review and participate in the work of staff assigned to perform a wide range of highly responsible administrative and technical work in the development and operation of municipal information, telecommunication, and office automation systems; to oversee consultant contracts related to the design, development, installation and maintenance of systems; and to perform related work as required.

EXAMPLES OF DUTIES - *Examples of duties performed by employees in this class may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.*

- Recommend and implement policies, procedures, and standards relating to information, telecommunication, office automation, and technology activities.
- Supervise the design, development, installation and maintenance of systems to meet the needs of user departments; determine information requirements and further define the nature of projects.
- Plan, prioritize, assign, supervise, review and participate in the work of staff.
- Evaluate work techniques and methods for conformance to established standards.
- Provide technical guidance and assistance to subordinates, to department users and to consultants in the development and implementation of systems and applications.
- Develop policies, rules and procedures for the effective operation of the division, including establishing goals and objectives and priorities.
- Advise, and otherwise provide assistance to City personnel regarding information and telecommunications systems related issues, applications, services or equipment; supervise and participate in the training of City personnel in the uses and capacities of information systems and technical equipment.
- Conduct research and perform analysis; prepare and present reports regarding project feasibility, equipment utilization, project development, and the cost of applications.
- Develop recommendations for solutions to administrative and department issues.
- Assist with the preparation and implementation of the departmental budget.
- Ensure effective monitoring and regulatory compliance of contract terms and conditions.
- Prepare and write Council agenda statements and reports; conduct meetings, make presentations, and represent the department/City at designated meetings and outside agencies.
- Participate in the selection of subordinates; evaluate employee performance; initiate disciplinary action.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles and practices of public administration, organization, budgeting and personnel management;

- Principles and practices of information and telecommunications management, office automation and general administration;
- Systems and programming, including knowledge of data base systems and languages compatible with the City's computer systems.
- Effective customer service and public, business, and community relations techniques.
- Operation and applications of information processing equipment, methods, principles, and practices as related to municipal operations and management information systems.
- Research methods and techniques, and methods of report preparation and presentation.

Ability to:

- Plan, organize, manage and coordinate the activities of the Information Technologies Division;
- Make decisions concerning equipment needs, scope of assignments, and allocation of resources.
- Prepare and present reports
- Interpret and/or recommend the acceptability of an extensive variety of technical equipment.
- Communicate and interact in situations requiring instruction, persuasion and counseling using great tact.
- Provide administrative and professional leadership to assigned staff.
- Exercise sound judgment, tact, resourcefulness, and leadership in handling the administration of division personnel and in dealing with City officials, employees, contractors, other governmental agencies, and the public.
- Analyze issues, identify alternative solutions, project consequences, and determine an effective course of action;
- Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
- Communicate professionally and effectively both orally and in writing.
- Establish and maintain effective relationships with City officials, employees, representatives from other agencies and the public.

EXPERIENCE AND TRAINING QUALIFICATIONS

Experience: Five years of progressively responsible supervisory or management experience in computer system operation, programming and systems analysis.

Training: A Bachelor's degree from an accredited college or university with major coursework in information systems or a closely related field. A Master's degree is highly desirable.

License: Possession of a valid Class C California Driver's License. Continued possession of a valid Class C California Driver's License is a condition of continued employment.

WORKING CONDITIONS

Environmental Conditions: The primary working condition is an office environment. Travel to City work sites or other sites for meetings may be required.

Physical Conditions: Essential functions may require maintaining a physical condition necessary for moderate or light lifting and for sitting or standing for prolonged periods of time. Specific vision abilities required include close vision and the ability to adjust focus to read and operate office equipment as necessary during the course of work.