

Information Technology Manager

DEPT: Information Technology
DIV:
DATE: June 2025

FLSA: Exempt
EEOC: Manager



POSITION SUMMARY

Performs a variety of **professional administrative and managerial** duties related to planning, directing, organizing, and controlling the Information Systems processes necessary to carry out efficient computer operations throughout the city.

SUPERVISION RECEIVED

Works under the general guidance and direction of the Deputy City Administrator.

SUPERVISION EXERCISED

Provide close supervision and direction to personnel of the Information Technology Division.

ESSENTIAL FUNCTIONS

Oversees and directs all activities, programs, and strategy of the Information Systems Department; directs the design, programming, security, and implementation of new and existing computer systems and networks; meets with users to determine quality of service and to identify needs and possible solutions; consults with hardware/software vendors and other groups to resolve computer processing issues and/or review the impact of implementing new technologies; conducts needs assessments and makes recommendations on software and hardware acquisitions; provides for acquisition and installation of computer related products; assembles and directs the I.S. team to work across all levels of the organization and coordinates projects among departments.

Develops, implements, and reviews departmental policies and procedures, and recommends I.S. related policies/procedures for adoption city-wide; develops and maintains standards for system design, programming, and departmental operations to ensure activities are completed efficiently, accurately, and in a secure manner; ensures appropriate documentation of departmental activities, including the use of complex project management plans; reviews daily logs and reports to detect recurring slowdowns or errors; ensures the protection of systems, contents, and backups; prepares various records and reports on departmental activities and system performance; prepares and submits a timely and accurate departmental budget and administers it throughout the fiscal year.

Supervises, plans, and coordinates the work of assigned staff including scheduling of workload and coordinating workflow; oversees training of staff; reviews various work records and reports from the staff and ensures work is completed accurately, efficiently, and within deadlines; identifies, evaluates, and resolves personnel concerns; conducts performance evaluations and enacts discipline and rewards if needed; makes staffing decisions within the department including the hiring and firing of personnel; prepares recommendations for department budget; represents the department in various meetings; performs other related work as required.

Plans, directs, and participates in the design, programming, testing, and maintenance of complex computer application systems; designs data input and output; plans and develops specifications for programs; assists departments with difficult program and operational problems; analyzes causes of problems and develops solutions.

MINIMUM QUALIFICATIONS

1. Education and Experience:

- A. Graduation from college with a bachelor's degree in Business Administration, Computer Science, or closely related field

AND

- B. Four (4) years of professional level experience in computer applications, including programming, software and

systems analysis

OR

C. An equivalent combination of job-related education, training and/or experience.

2. Required Knowledge, Skills, and Abilities:

Extensive knowledge of modern methods, techniques, and best practices of complex computer systems analysis, networking, and data management, including design, programming, security, implementation, and project management; multiple operating systems; various computer hardware and peripheral equipment; operations, trends, and developments in computer technology; modern supervisory principles and organizational management; the operations, functions, and terminology common to the work; basic English composition, spelling, and grammar. Skill in: analyzing data and developing logical solutions to complex computer application and performance issues; conducting complex research and presenting technical concepts and data in an easy to understand manner; effectively planning and managing large projects.

Ability to perform complex computer mapping and mapping evaluation; read and understand legal documents; perform complex mathematical computations; operate calculators and standard office equipment; work independently; communicate effectively, verbally and in writing; develop effective working relationships with supervisors, fellow employees, and the public.

3. Special Qualifications:

A valid, lawful driver's license is required.

4. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require occasional physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Rapid work speed required to perform keyboard operations. Common eye, hand, finger, leg and foot dexterity are required. Mental application utilizes memory for details, verbal instructions, emotional stability and discriminating thinking.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description. Date: _____

(Employee)