

## Information Technology 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.*

### **SUMMARY DESCRIPTION**

Under general direction of the City Manager or other senior management staff as assigned by the City Manager, serves as the in-house expert and resource on information technology needs; develops and manages City-wide network and information system resources; plans and coordinates new systems installations and upgrades; installs, configures, tests and supports a variety of network components and devices; designs and maintains databases; maintains telephone systems City-wide; and provides technical support for all City software and hardware.

### **IDENTIFYING CHARACTERISTICS**

The Information Technology Manager serves as the principle representative for the City of Placerville regarding all enterprise systems, networking system, client/server, and desktop computer systems to outside vendors and other government agencies. This position provides operational assistance to users of enterprise applications, desktop computer programs, and network applications. This position also will identify hardware/software problems on desktop hardware, network equipment, and enterprise equipment. This position coordinates department use of electronic resources; reviews, evaluates, and recommends software options for defining process needs and desired outcomes. This position will also serve as the focal point for systems development within the City reviewing and evaluating all hardware and software purchases.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Performs information systems management functions including administering and maintaining a variety of systems and programs for the City; plans, designs, and coordinates new system installations and upgrades; performs system backups and restore data files.
2. Installs and maintains application software and hardware; provides technical assistance to system users; troubleshoots and rectifies problems.
3. Performs network system administration functions; installs, maintains, and troubleshoots all printing functionality using network printing technologies and systems.
4. Administers and manages databases to ensure their integrity and continuous operation; develops and maintains database applications as necessary.
5. Maintains virus protection for all personal computers and servers for the entire City of Placerville network; updates software as necessary.
6. Maintains a secure network environment for all City employees including maintaining firewall hardware and software for the City; develops and maintains security strategies for better network security.

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7. Administers all hardware and software contracts for the City; ensures contracts are in compliance with applicable information technology policies and procedures.
8. Oversees and coordinates with City software vendors on training and software updates for operating systems and applications.
9. Analyzes user information system needs; recommends solutions and appropriate technology to meet client needs; evaluates new software/hardware and recommends changes as needed.
10. Performs system administration functions including monitoring or adding applications, users, and devices; maintains passwords security and maintains user environments free of log-on problems; maintains records of all TCP/IP addresses for all network devices.
11. Upgrades and maintains police car computers; troubleshoots problems as necessary.
12. Maintains phone systems at all sites; troubleshoots equipment problems to ensure functional operation; performs minor repairs; coordinates necessary adjustments.
13. Administers the City's website including managing the web server and home page design and maintenance.
14. Conducts staff training and provides user support on application systems; responds to inquiries on all City owned hardware and software; assists in coordinating staff training on personal computer, application systems, and networks; analyzes and resolves complex user problems.
15. Monitors the inventory and performance of computer and peripheral equipment; purchases new equipment including computers, printers, hardware, and software as necessary.
16. Performs related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

1. Operations, services, and activities of an information technology program.
2. Advanced principles and practices of computer science and information systems.
3. Principles, practices, methods, and techniques used in the installation, troubleshooting and maintenance of systems, networks, and applications.
4. Operational characteristics of a variety of computer and network systems, applications, hardware, software, and peripheral equipment.
5. Principles and practices of database maintenance and administration.
6. Relational database concepts.
7. Functions, operations, format, terminology, and goals of the departments that are being supported.
8. Basic project management skills and practices including work planning and review.

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9. Data processing principles, techniques, and capabilities.
10. Principles and methods of statistical reporting.
11. Standard office systems methods and practices including record storage and retrieval.
12. Internet and intranet architecture.
13. Network security policies, techniques and procedures.
14. Network documentation, configuration, maintenance and diagnostic procedures and techniques.
15. Client/server designs, technologies, and operating systems.
16. Methods and techniques of systems programming.
17. Methods and techniques of evaluating business operations to develop technology solutions.
18. Data communications systems.
19. Operations, services, and activities of local and wide area network systems.
20. Methods and techniques of installing and maintaining network devices.
21. Pertinent federal, state, and local laws, codes, and regulations.

**Ability to:**

1. Independently perform the most difficult system and programming development tasks.
2. Provide support in the implementation and maintenance of information systems, networks, applications, and programs.
3. Operate a variety of data processing equipment in a safe and effective manner.
4. Analyze complex systems and develop applications to meet user needs.
5. Evaluate, test, implement and support network systems.
6. Develop complex and detailed software in support of assigned operational activities.
7. Detect, isolate, and resolve information systems problems.
8. Install, troubleshoot, upgrade, test and support systems programs.
9. Monitor, maintain, and administer a variety of operating systems.
10. Design, configure, install, troubleshoot, and test local and wide area network servers, hardware, software, routers, and associated components.
11. Perform database maintenance and administration duties.

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12. Explain technical information to non-technical users. Manage information technology projects.
13. Analyze complex technical and administrative problems, evaluate alternative solutions and recommend and implement effective courses of action.
14. Conduct systems analysis and feasibility studies.
15. Train user staff in the use of data processing methods and equipment.
16. Prepare clear and concise reports, documentation and other written materials.
17. Respond to and identify user needs and inquiries and determine resolutions.
18. Exercise sound independent judgment within general policy and procedural guidelines.
19. Work independently in the absence of supervision.
20. Communicate clearly and concisely, both orally and in writing.
21. Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education/Training:**

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, information technology, or a related field.

Additional experience in combination with completion of a certificate program in the following acceptable fields: Cisco Certified Network Associate, Certified NetWare Engineer, Microsoft Certified Systems Engineer, Cisco Certified Network Professional, Cisco Certified Network Engineer, Cisco Certified Design Associate, Cisco Certified

Design Professional AND three years full-time paid experience in the field of computer systems engineering, network analysis and/or management, database administration and/or analysis, of a similar field in a multi-platform environment may be substituted for education.

**Experience:**

Two years' experience in the installation, development, operation, and maintenance of, computer systems and networks.

**License or Certificate:**

Possession of, or ability to obtain by date of appointment, an appropriate driver's license.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:**

Work is performed primarily in a standard office environment with some travel to different sites;

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work closely with others and work alone; exposure to electrical energy and computer screens; incumbents may be required to work extended hours including evenings and weekends.

**Physical:**

Primary functions require sufficient physical ability and mobility to work in an office setting; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

**Vision:**

See in the normal visual range with or without correction.

**Hearing:**

Hear in the normal audio range with or without correction.

Date Established: 10/24/00

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*Johnson & Associates*