

Salary Schedule	MOU	Benefits
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City of Alameda
Code No. 1684
Approved by C.S.B.
July 11, 2007

INFORMATION TECHNOLOGY MANAGER

DEFINITION

Under general direction, is responsible for overall management, coordination, and supervision of the City's information technology operations, including the support and administration of computer systems, computer security, disaster recovery, help desk services, telecommunications, purchasing and deployment, and software license control; performs other related work as required.

DISTINGUISHING CHARACTERISTICS

Work in this class is characterized by fiscal and operational management of information technology services, operations and functions, and by the wide scope of administrative responsibilities. It is distinguished from that of lower classes by the extent of supervisory, managerial and/or administrative responsibilities

EXAMPLES OF DUTIES

1. Develops and implements comprehensive information technology services, programs, projects and functions, including both voice and data services.
2. Plans, organizes, coordinates, manages and participates in all work related to the City's computer network and telecommunications services including the selection, procurement, implementation, installation, and maintenance of multi-user computer servers and single-user desktop computers; administers the City's support services for microcomputers.
3. Manages asset inventory and software licensing.
4. Develops city-wide hardware and software standards; coordinates the review, selection and implementation of new systems and components; oversees system conversions and modifications.
5. Administers and may negotiate contracts for the acquisition, installation, application and maintenance of vendor products and services.
6. Coordinates development and administration of disaster recovery procedures and backup systems, including data backup and restoration of computer services.
7. Resolves complex problems with multi-user computers, printers, servers, software, peripherals, and other related equipment.
8. Identifies opportunities for service delivery improvements; analyzes and evaluates techniques for the implementation of new computer applications, hardware, and peripheral equipment.
9. Serves as a resource for City computer users, providing assistance with computer hardware, software, and related peripheral equipment.
10. Acts as liaison between all City computer users and information technology staff to define technical and operational requirements.
11. Researches industry resources regarding new technological developments and trends.
12. Coordinates information technology activities with other divisions, departments, public agencies, public utilities, and the general public.
13. Prepares and may present various studies, analyses and reports regarding information technology services.
14. Develops goals, objectives, policies, procedures, and standards; determines priorities, staff assignments and work methods.
15. Ensures compliance with federal, state and local laws, regulations, codes, etc.
16. May function as acting department head as required.
17. Prepares and administers assigned budgets.
18. Supervises, trains and evaluates assigned staff.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited four-year college or university with major course work in computer science or a related field.

Experience: Four years of progressively responsible experience in managing contemporary automated business information systems, including substantial supervisory or lead experience; experience with municipal government business systems is highly desirable.

Knowledge

Knowledge of the principles and practices of automated information systems management and system support functions including microcomputer systems, networks, client-servers, and telecommunication industry standards; operation of a complex networked computing environment including web servers, databases, internet connectivity and wide area network technologies; designated operating systems and standard applications programs; systems analysis design and programming; state-of-the-art developments in information technology, hardware, peripheral equipment, software components, system devices and application; applicable federal, state and local laws, regulations and reporting requirements.

Ability

Ability to effectively manage, coordinate and supervise the City's information technology operations; develop and implement comprehensive information technology services, programs, projects and functions including both data and voice; plan organize, coordinate, manage and participate in all work related to the City's computer network and telecommunications services; demonstrate effective leadership; develop and implement goals, objectives, policies, procedures, work standards and internal controls; review and analyze complex and technical information; draw valid conclusions and project consequences of decisions and recommendations; set priorities and meet deadlines; interpret and apply relevant state, federal and local laws and regulations; interpret and explain complex governmental regulations, policies and procedures; establish and maintain accurate records; plan, administer and evaluate work programs and schedules; prepare complex technical studies and reports; set priorities, meet deadlines, and make sound decisions; maintain level of knowledge required for satisfactory job performance; communicate effectively; establish and maintain effective working relationships with employees, public officials, other departments and agencies, vendors and the general public; supervise, train and evaluate assigned staff.

Special Requirements

Willingness and/or ability to work outside regularly scheduled hours to meet operational needs and to respond to after-hours emergency calls as required.

Ability to transport and install computers and related equipment involving physical dexterity, moderate lifting and carrying of up to 50 pounds.

Other Requirements

Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.

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JK: Human Resources Department

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