

CITY OF COVINA

INFORMATION TECHNOLOGY SERVICES MANAGER

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities that are associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general direction, plans, manages and oversees all aspects of the City's Information Technology Division, including network hardware and software to ensure the effective operation of the system and to make modifications to the system to meet the changing demands placed upon it over time; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Information Technology Manager** is the management level classification responsible for overseeing all functions and operations related to the City's Information Technology Division. This classification is distinguished from the next higher classification of Assistant to the City Manager in that the latter has overall responsibility for the Information Technology Division and assists the City Manager and Assistant City Manager with administrative issues.

SUPERVISION RECEIVED/EXERCISED:

Receives general direction from the Assistant to the City Manager or his/her designee. Exercises direct and indirect supervision over assigned staff.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Plans, manages and oversees all aspects of the City's Information Technology Division, including network hardware and software to ensure the effective operation of the system and to make modifications to the system to meet the changing demands placed upon it over time.
- Establishes standards for the City's hardware and software; ensures compliance with set standards; oversees the repair and restoration of operation of the networks; troubleshoots hardware and software issues daily; plans network component upgrades and supervises their installation.
- Designs the City's Local Area Network (LAN) and Wide Area Network (WAN); works with the Network Operation System (NOS) and all network monitoring and management tools; configures networks for best performance; monitors the performance of the networks and fine tunes systems parameters to maximize operation of the network.
- Oversees the development and maintenance of the City's website; works with the IT Steering Committee to determine system needs; designs and implements new systems, software and applications.
- Provides technical support to system users; supervises, evaluates and trains IT staff.

INFORMATION TECHNOLOGY MANAGER

Page 2

- Forecasts necessary funds for information systems repair, upgrades and replacements; administers, oversees and prepares the IT budget; researches new equipment; monitors vendors; approves purchases and monthly invoices; works with vendors to procure new equipment and software.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near and far vision in written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper, documents and equipment weighing more than 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for an **Information Technology Manager**. A typical way of obtaining the required qualifications is to possess the equivalent of four years of network administrative experience in Novell, LAN Manager, Windows NT, Pathworks, Banyan vines, or a combination thereof with direct responsibility for network configuration and performance for at least 25 client PC's, with at least one year in a supervisory or management position, and a bachelor's degree in computer science, management information systems, or a related field. Knowledge of Lotus Notes is highly desirable.

License/Certificate:

Possession of, or the ability to obtain, a valid class C California driver's license. Possession of a Network Administrator Certificate by Novell, IBM, Microsoft, or Digital Equipment is desirable.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of:

Modern principles, practices and techniques of computer languages and information systems development; computer networking, security, repair and maintenance; information systems budgeting and forecasting; design, troubleshooting, testing, implementation, documentation, monitoring and evaluation of automated systems; network and PC hardware and peripheral equipment; LAN, WAN, internet and website maintenance and programming; computer operating systems; methods and techniques of program development, implementation, operation and evaluation; principles and practices of research and analytical methods; various computer

software; methods and techniques of supervision, training and motivation; basic principles of mathematics; applicable federal, state and local laws, codes and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office practices, methods and equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

Ability to:

Plan, manage and oversee the Information Technology Division; ensure the effective operation of the City's system; oversee the maintenance and repair of computer hardware, software and peripheral equipment; oversee and administer the Division's budget; assess and define users needs to determine the City's hardware and software requirements; install and update application software and local area network; train end-users; plan, organize, train, evaluate and direct work of assigned staff; perform mathematical calculations quickly and accurately; interpret, explain and apply applicable laws, codes and regulations; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue, and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to:

Operate an office computer and a variety of word processing, spreadsheet and software applications; operate tools needed for the repair of various information system hardware and software.