CITY OF ALBANY
INFORMATION TECHNOLOGY MANAGER

Under general direction, serves as a technical expert and provides computer, peripheral, and user support in a networked environment; analyzes and troubleshoots problems related to computer networks; performs research and analysis of current and potential information technology options for management, including installing, configuring and trouble-shooting computer hardware and software to meet specific departmental or City-wide needs; maintains servers and network equipment to ensure reliable service and operational performance; identifies, plans, organizes, and manages a portfolio of assigned information technology projects; works closely with the Assistant City Manager in developing and implementing short- and long-term strategies to meet the City's information technology infrastructure, systems, telecommunications, software, and hardware needs; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED
Receives direction from the Assistant City Manager. May exercise direct and general supervision over technical support staff.

CLASS CHARACTERISTICS

This is a management classification that organizes and oversees day-to-day computer hardware, software, networks, telecommunications, and other information and communications systems operations and maintenance. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support in a variety of areas. Successful performance of the work requires a professional background as well as skill in coordinating departmental work with that of other departments and outside agencies. This class is further distinguished from the Assistant City Manager in that the latter has overall responsibility for all functions of the Information Technology division and for developing, implementing, and interpreting public policy.

Examples of ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Maintains servers and network equipment to ensure reliable service and operational performance.
- Administers and coordinates the implementation, operation, security and maintenance of city-wide computer systems ensuring consistency and compatibility with other specialized systems required by specific departments.
- Plans, schedules, and manages system developments and maintenance to ensure minimal downtime and user impact.
- Serves as the technical expert in the design, implementation and management of information technology; administers local and wide area network and wireless technology.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends discipline.
- Assists in researching potential hardware and software upgrades and the evaluation of developing technologies with the intent of fulfilling existing and future needs by considering budgetary and time constraints.
- Recommends hardware and software purchases while developing and maintaining lasting relationships with multiple vendors and business partners; manages inventory and equipment;
coordinates the purchase of equipment to ensure quality compliance and compatibility with the environment.

- Supports, maintains, adheres to and recommends revisions, when necessary, to the Information Technology Department policies and procedures.
- Sets up and maintains user security access and data files; monitors system configuration to ensure data integrity; installs, upgrades, and configures network printing, scanning, copying, directory structure, software, and anti-virus software.
- Installs new software releases, system upgrades, evaluates and installs patches, troubleshoots and resolves software related problems; installs, configures, troubleshoots, and maintains the City’s network system and desktop systems.
- Responds to employee inquiries concerning system operation, problems, features, requests and diagnose system hardware, software and operator problems; provides technical support to employees for network infrastructure and internal desktop systems software and hardware.
- Coordinates the automation and upgrading of information systems among departments and monitors the use of network technology and shared dated sources.
- Establishes controls for equipment and software applications, their use and application to City programs.
- Assists with the preparation of the departmental budget and monitors expenditures.
- Trains new employees on technological equipment, including standard computer applications and telephones.
- Generates reports and restores files and folders as requested by City departments.
- Monitors day-to-day computer operations, including the functionality of systems, internet, email, and network traffic logging; ensures backup of information systems and databases.
- Locates, evaluates and contracts for maintenance services and directs the work of independent contractors and consultants.
- Manages various Information Technology projects.
- Assists with the implementation and necessary updates to an Information Technology Master Plan for the City.
- Performs related duties as assigned.

Knowledge of:

- Operating characteristics of computer systems and procedures.
- Principles and operations of management information systems and peripheral equipment including computers, networks, phones, internet, software and hardware applications, printers, routers, data lines, and modems.
- Personal computer diagnostic hardware utilities and testing equipment.
- Principles and practices of record keeping.
- Principles and methods of training and instruction.
- Applicable Federal, State, and local laws and regulations concerning the operation of management information systems.
- Principles of organization and administration of personnel management.
- Principles and practices of effective planning.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Ability to:

- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner.
- Understand, interpret, and effectively explain the full range of hardware and software applications to users.
• Identify, analyze, and resolve complex computer, hardware, software, and network related problems and implement solutions.
• Install, configure, and maintain management information technologies for the City including computers, networks, phones, voice mail, and internet.
• Observe and problem solve operational and technical deficiencies.
• Interpret and verbally explain technical concepts to less technical individuals.
• Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
• Manage multiple projects simultaneously and be sensitive to deadlines and changing priorities.
• Interpret, apply, and explain laws, policies and regulations.
• Prepare effective and accurate reports, correspondence and other written materials.
• Represent the department and the City effectively with public and private organizations and the public.
• Work independently to analyze problems and implement solutions
• Operate modern office equipment including computer equipment and specialized software applications programs.
• Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
• Communicate clearly and concisely, both orally and in writing.

Education and Experience
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

A Bachelor’s Degree from an accredited college or university with major course work in information technology, computer science, or a related field, and five (5) years of progressively responsible experience in technical support, application analysis, system design and development and project management.

Licenses and Certifications
Valid California Driver’s License.

Physical Demands
Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification, although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects of light to moderate weight with the use of proper equipment.

Environmental Elements
Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.