

# CITY OF BIG BEAR LAKE

## CLASS SPECIFICATION

---

---

**Class Title:** Information Technology Manager

**Class Code Number:** 0000

**Position Designation:** Mid-Management

**Division:** Finance

---

### **General Purpose of Position**

The purpose of this position is to plan, organize and perform a variety of work activities and duties relative to the operations of all computer and telecommunications systems within the City. Responsible for hardware and software; analysis, research, recommendations, documentation, implementation, contracts, maintenance and general support. Works with staff to address a wide variety of technical issues including software application, database design, email system, project management, disaster recovery planning, security protocol, and world wide web presence; and stays abreast of current and future computing needs of the City.

---

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Director of Administrative Services. May exercise technical and functional supervision over staff and contract workers.

### **ESSENTIAL FUNCTIONS**

*Class specifications are intended to present a descriptive summary of the range of duties and responsibilities performed by employees in the classification. Specifications are not intended to reflect all duties performed within the classification.*

- Manages, coordinates and performs a variety of work activities and duties relative to the operations of all computer systems within the City; perform hardware and software research, analysis, recommendations, documentation, implementation, contracts, maintenance and general support; assists with project design and implementation.
- Evaluates, troubleshoots and diagnoses computer hardware, software, and network connectivity problems; resolves complex problems with local and side area networks' computers, printers, servers, software, peripherals, and other related equipment; performs routine cleaning, repairs and replacement of computer equipment; determines when outside services calls are necessary.
- Serves a resource for City user staff, providing answers and assistance with technical and non-routine questions and problems with local and wide area network hardware, software, and related peripheral equipment.
- Administers the City-wide telecommunications systems, including cellular phones, personal data assistants, etc.
- Maintains an anti-virus program for all PC's and computer servers.
- Develops and updates long and short range plans for Information Services Division in conjunction with City users.

# CITY OF BIG BEAR LAKE

## CLASS SPECIFICATION

---

---

- Develops technical policies and implement procedures to ensure policy objectives are met.
- Maintains Technical Plan to ensure global objectives are achieved and resources are properly managed, including life-cycle planning.
- Manages all projects from the planning phase through completion, including the management of contract providers and resolving priority conflicts.
- Conducts project feasibility studies, including identification of resource requirements and presentation of findings and recommendations.
- Presents reports to City Council, DWP Board, and management team/steering committee.
- Maintains network to ensure stable, secure operating environment.
- Prepares and manages Information Systems budget within the constraints of the Technical Plan.
- Provides end user support, including personnel training on an individual basis and installing hardware and software.
- Manages technical support contracts and outside contract providers, including contract negotiations.
- Authorizes and creates City user accounts and security privileges on the network resources; detects and resolves any unauthorized use.
- Develops schedules and methods for performing assigned duties; maintain appropriate work records and documents including service requests; prepares statistical and/or analytical reports as necessary.
- Maintains a current inventory and utilization records of all City owned and computer related equipment.
- Serves as a resource to the City; coordinate information systems activities with other divisions and departments; provide information and resources as necessary.
- Attends and participates in professional and department meetings as necessary; stays current on issues and improvements in the field of information technology; implements improvements as appropriate.
- Performs various related essential duties as required.

### **QUALIFICATIONS**

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

**Education:** A Bachelor's Degree in Computer Science or related field is desirable. Significant training or certification in operating systems software, computer local and/or wide area network management and administration required.

**Experience:** Five years of progressively responsible experience in the management of systems, programming projects, and network administration.

**License/Certificate:** Valid Class C California Driver's License required.

# CITY OF BIG BEAR LAKE

## CLASS SPECIFICATION

---

---

### **KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS**

#### **Knowledge of:**

- Research, analysis, design, implementation and support for hardware and software.
- The methods and techniques of programming and systems analysis.
- Principles and practices of record keeping and inventory.
- Operations and standard operating procedures of an information systems program.
- Complex principles and practices of information technology.
- Applicable Federal, State, and local laws, codes and regulations.
- Operational characteristics of computer related standard equipment.
- Methods and techniques for basic report preparation and writing.
- Technical planning, management and implementation with specific knowledge of municipal systems.
- Project management, including resource management.
- Disaster recovery planning and implementation, including data recovery, system recovery, and continuity of operations during a disaster.
- Strong oral and written communication skills, including the ability to provide technical information to non-technical personnel.
- Experience in policy setting and implementation; knowledge of technical policies within the public sector preferred.

#### **Ability to:**

- Plan fiscal requirements and maintain budget accountability.
- Ensure stability and security of network, including hardware and software.
- Courteously respond to and resolve difficult and sensitive organizational issues, concerns and needs.
- Manage and oversee the operations and activities of the City computer systems.
- Analyze a complex issue and develop and implement an appropriate response.
- Analyze information requirements and develop appropriate systems.
- Seek new solutions and approaches to system requirements.
- Perform research, recommendations and support for hardware and software requirements.
- Present new ideas and recommendations to management and staff.
- Identify and quickly respond to and solve computer system malfunctions.
- Develop instructions and conduct staff training in operation of hardware and software.
- Perform diagnostic testing to identify and remedy hardware/software malfunctions.
- Prepare and manage Information Services Division budgets.
- Prepare and maintain all system and user documentation.
- Design and install computer and telecommunications network systems.
- Analyze and evaluate service delivery methods and standard operating procedures.

# CITY OF BIG BEAR LAKE

## CLASS SPECIFICATION

---

---

- Make adjustments to standard operating procedures as appropriate.
- Set up disaster recovery procedures and security measures.
- Use good judgment, flexibility, creativity and sensitivity in response to changing situations and needs.
- Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work. Prepare clear and concise reports.

### **Skill to:**

- Operate, install, maintain, configure and troubleshoot a variety of highly technical computer local and wide area network equipment, software and peripherals.
- Operate a motor vehicle safely.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

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 reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone service. The need to lift, carry, and push equipment and supplies weighing 25 pounds or more is also required.

### **WORK ENVIRONMENT**

Most of the work for this position will be performed indoors in an office and involves exposure to moderate levels of noise. Infrequently, outdoor work (observations, interviews, etc.) will be required. Outdoor conditions vary from hot to extremely cold temperatures. Outdoor work may involve exposure to wind, rain, snow and high levels of noise. Frequent interaction with City staff and outside contract providers.