



Information Technology Manager

Information Technology

IT/1

JOB SUMMARY

This position is responsible for managing the city's information technology functions.

MAJOR DUTIES

- Develops and implements information technology policies, procedures, and guidelines; develops and implements short- and long-range plans.
- Develops city-wide policies related to IT systems; coordinates with departments to determine department data management and equipment needs and the best solutions to meet those needs.
- Promotes cyber-security awareness through the city-wide communications and the development of related policies and procedures.
- Prepares annual department budget proposals and manages approved funds; monitors and controls expenditures; directs department purchases.
- Troubleshoots and solves problems related to hardware, software, and network problems.
- Monitors network utilization and performance; implements procedures for network optimization, reliability, and availability.
- Identifies problem areas and implements strategic solutions.
- Attends City Commission to provide information related to IT operations.
- Provides end-user support services, including help desk and technical support.
- Oversees the implementation of new software systems to ensure useability and proper configuration.
- Approves requirements for hardware, software, and computer supply purchases.
- Negotiates and administers vendor, outsource, and consultant contracts and service agreements.
- Provides training for IT systems end-users.
- Attends pertinent seminars, meetings, conferences, etc.

- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of information technology systems management principles and practices.
- Knowledge of backup and recovery systems.
- Knowledge of networks and networking monitoring systems.
- Knowledge of computer systems and network environments.
- Knowledge of vendor and contract management principles.
- Skill in problem solving.
- Skill in prioritizing and planning.
- Skill in interpersonal relations.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The City Manager assigns work in terms of department goals and objectives. The supervisor reviews work through conferences, reports, and observation of department activities.

GUIDELINES

Guidelines include industry best practices and department and city policies and procedures. These guidelines require judgment, selection, and interpretation in application. This position develops department guidelines.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied management and technical duties. The variety of systems to be managed contributes to the complexity of the position.
- The purpose of this position is to manage the city's information technology functions. Successful performance helps ensure the efficiency and effectiveness of a variety of city operations.

CONTACTS

- Contacts are typically with coworkers, other city personnel, elected and appointed officials, vendors, contractors, representatives of other organizations, and the general public.
- Contacts are typically to exchange information, negotiate matters, resolve problems, and provide

services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, walking, bending, crouching, or stooping. The employee occasionally lifts light and heavy objects, climbs ladders, and uses tools or equipment requiring a high degree of dexterity.
- The work is typically performed in an office or computer room.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually interpreted to require three to five years of related experience.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia for the type of vehicle or equipment operated.