Information Systems Manager

Department/Division:	Finance and Administrative Services/Information Systems
Reports To:	Director of Finance and Administrative Services
Provides Direction To:	Network Administrators, Information System Specialists, IS Support Specialists, GIS Analyst, GIS Technician, Interns
FLSA Exemption Status:	Exempt
Employment Exemption Status:	At-Will
Date Prepared:	September 3, 2014
City Council Resolution #	

GENERAL PURPOSE

Under administrative direction, directs, plans and oversees the work of the Information Systems Division, including computer hardware, software, networking, operating systems, telecommunications, security administration, GIS, and user support applications; develops recommendations on various information technology policies, applications, and infrastructure investment; and perform other related duties as assigned.

ESSENTIAL FUNCTIONS

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the class.

1. Establishes information technology goals, objectives and policies to address City infrastructure needs and user requirements, and to oversee City's internet, extranet, and intranet presence, as well as computer networks, hardware, software, telecommunications, systems, security, GIS applications, and related departmental operations, activities, and enterprise solutions.

2. Assesses department computer and telecommunication requirements and usage; designs network and systems architecture and configurations, including acquisition, installation, and servicing plans, and contract delivery, milestones, and payment terms, and disaster recovery plans to meet City's needs.

ESSENTIAL FUNCTIONS (continued)

3. Selects, trains, motivates and evaluates division personnel; provides staff training; works with employees to correct deficiencies; establishes staff goals and monitors progress; recommends salary increases, and institutes disciplinary action as needed.

4. Prepares division budget, including planned personnel, operating, contract services, and capital investment expenditures and cost projections given analysis of project and work requests.

5. Develops, organizes, and supervises division resources by establishing priorities, work plans, and timelines by managing projects and assignments; evaluates division and contractor performance in conformance with established objectives.

6. Monitors performance of wide area networks, local area networks, internet services, software, and hardware for conformance with specifications and standards; confers with users regarding needs and systems requirements; analyzes information systems practices, and procedures, and institutes changes to increase uptime, efficiency, and user convenience and satisfaction.

7. Researches information technology systems, applications, and trends related to hardware, software, networks, and other applications such as audio visual, broadcasting, and telecommuting; works with other information technology professionals and industry resources and conveys pertinent information and recommendations to City Manager and City departments.

8. Confers and coordinates with other department directors and personnel to insure a well-coordinated work effort, training, and day-to-day management practices, in accordance with the mission of the City.

9. Advises and consults with the City Manager and other members of the Executive Management Team regarding information technology needs and issues; attends weekly management meetings.

10. Represents the division at City Council meetings; presents reports and recommendations related to IS infrastructure, operations, and investments and responds to related questions.

11. Monitors the management and operations of audio and video equipment, recording and broadcasting of City meetings ensuing broadcast connectivity to cable channels and the internet.

QUALIFICATIONS GUIDELINES

Knowledge of:

Information systems, software, hardware, storage, and networks, client-servers, security systems and directories, and telecommunications industry standards, trends, principles, and practices; related computer products, goods, and services; Microsoft desktop, server, and operating systems and networking systems related to a range of hardware such as servers, hubs, switches, routers, firewalls, related components, software, and utilities programs; SCADA connectivity practices; Microsoft Exchange administration and SQL database administration practices, websites, and broadcasting; GIS applications; information systems planning practices and user requirements; project management practices; contract administration practices; principles of supervision and evaluation; customer service practices.

Ability to:

Plan, organize, assign, review and evaluate the work of staff; organize and allocate projects and assignments to meet deadlines; read, analyze and comprehend complex hardware and software specifications and problems; evaluate trends and anticipate City's information technology needs and user requirements; motivate employees to complete tasks; analyze systems, software, and hardware performance and recommend investments in information technology resources; operate computer hardware and modern office equipment; word processing, spreadsheet, and database applications software; communicate effectively orally and in writing; prepare and present clear and concise reports and correspondence; interpret and apply standards, policies, procedures, and regulations; establish and maintain cooperative working relationships with other City department staff, management, users, consultants, contractors, and vendors, and other agency representatives.

Licenses; Certificates; Special Requirements:

Ability to attain a valid Class C California driver's license, acceptable driving record, and proof of auto insurance in compliance with the City's Vehicle Insurance Policy standards.

In accordance with California Government Code Section 3100, City of Manhattan Beach employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Education/Training/Experience:

Bachelor's degree from an accredited four year college or university with a major in information technology, computer science, or a closely related field is required. Seven years of responsible professional, technical, and supervisory experience related to information technology is required.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, the employee is constantly required to sit, stand and walk. Finger dexterity and light grasping is required to handle, feel, or operate computer hardware and standard office equipment; reach with hands and arms above and below shoulder level. The employee occasionally lifts and carries records and documents typically weighing less than 25 pounds.

Sensory demands include the ability to see, talk, and hear. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the employee must be able to use written and oral communication skills; read and interpret data, technical specifications, and documents; interpret policies and procedures; use math and mathematical reasoning; learn and apply new information or new skills; work under deadlines with constant interruptions; and interact with City staff, management, vendors, contractors, other organizations and the public.

WORK ENVIRONMENT

The employee works in office conditions with controlled temperature settings.