

City of South San Francisco  
Human Resources Department

**Information Technology Manager**  
Class Description

**Definition**

Under general direction, coordinates and supervises the City's information technology daily operations, including the support and administration of computer systems, computer security, disaster recovery, help desk services, purchasing and deployment, and software license control; and performs other related duties as assigned.

**Distinguishing Characteristics**

This is the supervisory class assigned to manage computer support services. It is distinguished from the higher-level class in that the latter has responsibility for strategic technology planning, large project management, and overall coordination of the City's computer and telecommunications operations. Employees in this classification may not perform all of the duties listed below. Depending on assignment, duties may include, but are not limited to, the duty statements indicated below.

**Typical and Important Duties**

1. Supervises, trains, and evaluates assigned staff; manages the City's multi-user computer servers and single-user desktop computers, including selection, procurement, and implementation.
2. Oversees the maintenance and inventory of computer hardware and software; administers the City's support services for microcomputers.
3. Supervises and participates in record keeping related to asset inventory and software licensing.
4. Implements goals, objectives, policies, and priorities for assigned services and activities related to information technology, including computer security.
5. Supervises the maintenance and support services of computers, printers, and related peripheral equipment.
6. Participates in the installation and maintenance of computer hardware and software.
7. Assists with developing and administering disaster recover procedures and backup systems, including data backup and restoration of computer services.
8. Resolves complex problems with multi-user computers, printers, servers, software, peripherals, and other related equipment.
9. Identifies opportunities for service delivery improvements; analyzes and evaluates techniques for the implementation of new computer applications, hardware, and peripheral equipment.
10. Serves as a resource for City computer users, providing question and problem assistance with computer hardware, software, and related peripheral equipment.
11. Acts as a liaison between all City computer users and department staff to define technical and operational requirements.

12. Researches industry resources regarding new technological developments and trends.
13. Assists in developing goals, objectives, policies, procedures, work standards, and administrative control systems.
14. Conducts a variety of analytical and operational studies regarding departmental activities; evaluates alternatives, makes recommendations, and assists with the implementation of procedural, administrative, and/or operational changes after approval.
15. Coordinates the activities of the department with other City departments, public agencies, public utilities, and the general public.
16. Prepares administrative reports, budget forecasts, and budget documents.
17. Reviews changes in laws, regulations, and guidelines for their effect upon departmental activities; evaluates the effect of such changes and recommends changes to policies and procedures as required for compliance.
18. Prepares a variety of reports, letters, and materials for the department, City Council, and other agencies; drafts and completes final contracts, general correspondence, procedures, informational documents, and other written materials.
19. Performs related duties and responsibilities as assigned.

### **Job-related Qualifications**

#### **Knowledge of:**

- Current technology and implementation techniques of contemporary municipal information systems with emphasis on Microsoft Office, Windows NT server, Windows 2000 server; Microsoft Exchange Server, Windows 95/98/2000, DOS, Microsoft SQL Server, and the Unix operating system.
- Principles and techniques of managing automated information systems.
- Current technology in the areas of microcomputer hardware and software.
- System support functions, including disaster recovery procedures.
- System devices such as terminals, printers, and related equipment.
- Principles and practices of project management, administrative analysis, and report preparation.
- Applicable federal, state, and local laws, regulations, and reporting requirements.
- Principles and practices of budget development and administration.
- Principles of management, supervision, training, and employee development.
- Principles and practices of public administration and human resources as applied to function, including basic employee-relations concepts.
- Standard office practices and procedures.
- Techniques for dealing with the City staff, representatives of other agencies, organizations, and the public and resolving problems tactfully and effectively.

#### **Ability to:**

- Assign, direct, review, train, and evaluate the work of subordinates.
- Work independently and make sound judgments.
- Prepare written procedures and policies.

- Analyze current and future computer hardware and software requirements and needs.
- Provide technical advice and consultation to ensure efficient information processing and computer utilization.
- Stay current with new technological developments.
- Analyze data and develop logical solutions to problems.
- Assist in developing goals, objectives, policies, procedures, and work standards for the department.
- Interpret, apply, and explain complex laws, codes, regulations, policies, and procedures.
- Plan and conduct effective management, administrative, budgetary, and operational studies.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Use initiative, discretion, and sound independent judgment within policy and procedural guidelines.
- Recommend appropriate revisions to processes and procedures.
- Prepare clear and effective financial, statistical, and narrative reports, correspondence, informational materials, policies, procedures, and other written materials.
- Establish and maintain effective relationships with those contacted in the course of the work.
- Take a proactive approach to customer service issues.
- Make process improvement changes to streamline procedures.
- Organize own work, set priorities; meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Represent the City effectively in contacts with elected and foreign officials, representatives of other agencies, City departments, and the public.
- Work in a safe manner modeling correct City safety practices and procedures; coach others and enforce adherence to safety policies and procedures; recognize, correct, and report safety hazards.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Entering data into standard computer format with speed and accuracy sufficient to perform assigned work.
- Rapid note taking and accurate transcription of own notes.

### **Experience and Education**

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

Experience:

Five years of progressively more responsible experience in managing contemporary automated business information systems, including supervisory or lead responsibility, which

demonstrates possession of the knowledge and abilities listed above. Experience with municipal government business systems is highly desirable.

**Training:**

A bachelor's degree from an accredited college or university with major coursework in computer science or related field.

**Licenses and Certificates**

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.
- MSCE Certification and FCC general radiotelephone license is highly desired.

**Special Requirements**

Essential duties require the following physical skills and work environment

**Physical Skills:**

Able to use standard office equipment, including a computer; sit, stand, walk, kneel, crouch, stoop, squat, crawl, twist, and climb; lift and carry 50 pounds; distinguish among various colors; distinguish various computer generated auditory signals; use common hand tools; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the telephone, and to make public presentations.

**Work Environment:**

Mobility to work in a typical office environment and/or field setting; exposure to confining workspace and electrical hazards.

**Ability to:**

Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; maintain a clean and neat appearance; work protracted and irregular hours; respond to a pager; take 24-hour on-call and stand-by; attend evening meetings.

**Additional Information:**

- Approved: 12/01/2015
- Revised Date:
- Former Titles:
- Abolished:
- Bargaining Unit: Mid-management
- DOT: No
- Status: Classified/Exempt
- Job Code: M805