



**Information Services Manager**

<b>Department:</b>	Administrative Services	<b>Pay Grade:</b>	NR-15
<b>Bargaining Unit:</b>	Non Represented	<b>FLSA Status:</b>	Exempt
<b>Revised Date:</b>	January 2016	<b>Reports To:</b>	Administrative Services Director

**POSITION PURPOSE:**

The Information Services Manager is responsible for management of the day-to-day activities and long term strategic vision pertaining to the City’s data and telecommunications networks, PC help desk, data backup and recovery, systems and network security, and servers and desktop computers. Provides training and direction, coordinates work flow and project assignments, serves as a working manager and a technical expert and resource for all staff assigned to the Information Services Department.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:**

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Develop, implement and adjust long range Technology Strategic Plan with performance metrics and replacement schedules to ensure optimal use of technology assets and budgets.
- Responsible for the City’s disaster recovery and business continuity plan and operations.
- Responsible for maintaining the overall effective operation and security of the City's telecommunications (telephony), and data network systems including design, development, and maintenance.
- Verifies compatibility for integration of all potential or proposed systems involving technology infrastructure.
- Ensures the City’s vision and mission are considered in planning and implementing information technology systems.
- Responsible for resolution of network or PC failures and problems.
- Ensures that customer service and communication with customers is a priority.
- Recommends and manages the Information Systems Department budget and any associated capital projects budgets.
- Evaluates changes and new developments in office automation, information systems, computer hardware and software. Recommends which changes would improve the operation of City's information technology functions and negotiates with vendors and consultants to reach the best solution for the City.
- Analyzes and determines "chargeback" rates to funds and departments.
- Ensures compliance and accountability with federal, state and local regulations, policies and procedures.
- Works collaboratively with Directors and staff to architect and guide City information systems including computer, network, storage, telecom, security and software systems.
- Supervises and reviews the work of assigned staff; assigns work activities and coordinates schedules, projects and programs; provides constructive feedback while reviewing and evaluating work; makes effective suggestions and recommendations.

## **JOB DESCRIPTION**

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### Information Services Manager

- Manages the workflow and prioritization of projects and all related staff and takes appropriate corrective action.
- Serves as staff on a variety of boards, commissions and committees at the direction of the Administrative Services Director.
- Maintains awareness of new trends and developments in the fields related to area of assignment and incorporates new developments as appropriate ensuring processes, policies and practices are interpreted and applied consistently and effectively.
- Coordinates policies and strategic planning under the direction of the Administrative Services Director.

#### **Required Knowledge of:**

- Ability to motivate and encourage staff, builds teamwork, and fosters a sense of accomplishment.
- Excellent interpersonal skills for establishing and maintaining effective working relationships with employees, other Division staff, and vendors.
- Comprehensive and up-to-date knowledge of network operating system and data communication capabilities and functions, particularly those of Unix and Windows in a multi-domain environment utilizing TCP/IP and Cisco router technology.
- Comprehensive and up-to-date knowledge of PC operating systems, along with common utilities for PC diagnosis.
- Working knowledge of data and VOIP voice communication concepts, methods and security issues.
- Strong written communication skills for composing documentation and corresponding with City employees and vendors.
- Excellent organization, time management, problem solving and planning skills.
- Knowledge of the functions of City departments, standard City office operations and procedures, and interdepartmental working relationships.
- Ability and willingness to maintain the absolute confidentiality of all sensitive files and materials accessed, discussed or observed while in the performance of duties.
- Willingness and ability to support on-call staff in the evenings and on weekends.
- Maintains current knowledge of IT project management tools and techniques.
- Federal, State and local laws, rules and regulations related to assigned activities and programs relevant to assigned functions.
- Effective oral and written communication principles and practices to include public relations and public speaking.
- Research methods and report preparation and presentation including external and management reporting requirements and report preparation.
- Modern office procedures, methods and equipment including computers and computer applications such as: word processing, spreadsheets, and statistical databases.
- English usage, spelling, grammar and punctuation.
- Principles of business letter writing.
- Principles and practices of governmental budget preparation and administration.
- Supervisory and training principles, best management practices, methods and techniques.

**Required Skill in:**

- Technical problem resolution
- Supervising information resources and staff
- Communicating effectively verbally and in writing, including public relations and public speaking.
- Assessing IT resources for compatibility with current and projected needs and developing and implementing IT acquisition and integration strategy for all City departments.
- Standard business platforms including Microsoft productivity software, servers and workstations.
- Supervising, leading, coaching and using best management practices to improve staff performance; delegating tasks and workload assignments.
- Establishing and maintaining effective working relationships with staff, management, vendors, outside agencies, community groups and the general public.
- Administering program goals and objectives; implementing initiatives and recommendations in support of department and City goals.
- Preparing clear and concise administrative and statistical reports and correspondence.
- Adapting to changes in technology and developing organizational goals and objectives.
- Developing and administering contracts for supplies, services and equipment.
- Analyzing policy and making effective decisions with the approval of the Administrative Services Director.
- Evaluating processes and procedures for improvement and cost-effectiveness.
- Interpreting and applying federal, state and local policies, laws and regulations.
- Interpreting and administering policies and procedures sufficient to administer, discuss, resolve and explain them.
- Applying program/project management techniques and principles.

**MINIMUM QUALIFICATIONS:****Education and Experience:**

Bachelor's Degree in Computer Science, Business Administration or a closely related field; AND four years of significant experience in the administration or supervision of information technology systems including direct responsibility for leading, supervising or managing operations, programs and services, voice and data networks, customer web interface programs, integration responsibilities with vendors and contractors, software product design, budget/fiscal oversight/administration and project management; OR an equivalent combination of education, training, and experience.

**Required Licenses or Certifications:**

Valid State of Washington Driver's License.

Must be able to successfully complete and pass a background check.

**Preferred Certifications:**

Cisco CNA

Microsoft MCP

**WORKING CONDITIONS:****Environment:**

- Indoor work environment.

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### Information Services Manager

#### Physical Abilities:

- Bending at the waist, reaching overhead, above the shoulders and horizontally, stooping, kneeling, crouching, crawling or otherwise positioning oneself to accomplish tasks.
- Sitting, standing or otherwise remaining in a stationary position for extended periods of time.
- Reading and understanding a variety of materials.
- Lifting/carrying or otherwise moving or transporting moderately heavy objects.
- Hearing, speaking or otherwise communicating to exchange information in person and on the telephone.
- Operating/using a computer keyboard or other office equipment.

#### Hazards:

- Contact with angry and/or dissatisfied employees and/or customers.
- Prolonged exposure to glare from computer monitors.
- Exposure to heavy dust in some work areas.

Incumbent Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Department Head: \_\_\_\_\_

Date: \_\_\_\_\_