

# CITY OF WEST LINN

## JOB DESCRIPTION

### **Job Title: INFORMATION TECHNOLOGY (IT) MANAGER**

#### General Functions:

Under the general supervision of the Chief Financial Officer, the IT Manager performs professional level services for all City departments. Ensures the streamlined operation of the IT Department in alignment with the City of West Linn technology goals. Coordinates and provides hands-on maintenance on existing hardware and operational software. Manages the desktop and network staff, and day-to-day operations of the IT Department. Recommends and implements technological growth to meet the needs of the City and individual department users.

#### Duties and Responsibilities:

*(An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks that an employee may be expected to perform)*

1. Contributes to a positive work environment.
2. Maintains a positive relationship with contacts specific to them and positions outside the City organization.
3. Oversees the overall coordination, management and direction of the City's computer systems, including City-wide network; hardware and software purchases; installation and maintenance. Provides assignments and direction for contractual support.
5. Works closely with departments, providing assistance, support and technical expertise. Identifies employees training needs and develops, coordinates, and/or conducts training which upgrades skills to a level acceptable to operate City's hardware/software.
6. Prioritizes and assigns projects based on direction from management and knowledge of the business needs.
7. Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees. Evaluates and verifies

employee performance through the review of completed work assignments and work techniques.

8. Values input, provides leadership, develops and administers policies, goals and standards for the purchase, use, maintenance and replacement of computer technology.
7. Provides long-range communication, computer and information systems technology planning.
8. Establishes and enforces policies and procedures for the effective and secure use of the City's technological and communication hardware and software.
9. Oversees network security including ensuring network integrity, and file and virus protection.
10. Appropriately plans, budgets and acquires communication and computer technology systems for all City departments.
11. Provides guidance and makes recommendations for appropriate placement of current and future computer technology services within the City structure.
12. Oversees the development of a library of technical documentation for applications, systems, programs and computer equipment.
13. Represents the City in regional, State and local system management groups providing coordination and acting as a resource.

SPECIFICATIONS:

*(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience may be considered.)*

1) Job Preparation:

a) Education:

- i) Requires a Bachelor's Degree in Computer Science or a related field; five (5) years progressively responsible technical knowledge and experience in computer operating systems, with specific experience with Microsoft Windows operating systems and virtual technology. Requires the ability to

effectively supervise department staff. Experience using Incode software and HTE public sector application, desirable. Experience with budgeting and purchasing responsibilities is desired.

b) Training:

- i) Any satisfactory combination of education, experience and training, which ensures the ability to perform and work, as determined by the hiring authority, may be substituted for listed requirements.

2) Supervision:

Received: Works under the general direction of the Chief Financial Officer.

Exercised: Supervises staff in the Information Technology Department. Including prioritizing and developing work plans, evaluating staff performance, monitoring progress on project. Makes hiring and termination recommendations. Provides general guidance to others regarding City policies and procedures in the area of computer services.

3) Communication:

Through the utilization of excellent communication skills, establishes and maintains relationships with City employees. Has frequent contact with employees, listening to their input, responding to technology questions, requests for help and coordinating computer repairs.

Relationships outside the City are in response to maintaining or developing a technology network for managers of systems related to the City of West Linn.

4) Cognitive Functions:

Thorough specialization in computer sciences to include applications, systems, system programming, computer operations, data recovery and security, networks and PC-based hardware and software.

Working knowledge of management and administrative practices and principles of fund accounting.

Ability to effectively plan, develop and implement complex and multi-faceted technical systems, programs and projects.

Ability to perform system development projects, to analyze information needs of users in unfamiliar specialties, to de-bug and modify programs.

Ability to diagnose, repair, install and operate computer hardware and software.

Ability to collaborate effectively with department managers and maintain a team atmosphere, while still providing leadership in information technology.

5) Working Conditions:

This position maintains a work schedule, which includes time outside normal office hours. Attends nightly meetings, as required.

6) Resource Accountability:

Works closely with individual departments to determine specific needs for information technology and computer equipment software and network capital outlays.

*The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*