

**ADMINISTRATIVE SERVICES DEPARTMENT
INFORMATION TECHNOLOGY DIVISION
INFORMATION TECHNOLOGY DIRECTOR**

GENERAL DUTIES: Under general supervision of the Administrative Services Director plans, directs, and coordinates all activities involving administration of the Information Technology (IT) Division. This includes Citywide Hardware/Software acquisitions, IT projects, future/strategic IT planning, development and implementation of IT policies, supervision and management of IT staff, and leading, and participating with, the IT Policy Committee.

GENERAL REQUIREMENTS:

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/city policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

AREA OF RESPONSIBILITIES:

1. Manage and supervise daily operations of the IT Division and programs, including, new acquisitions, preventative maintenance, diagnostic routines, maintaining current software releases, and system back-up procedures.
2. Manage and direct various IT contracts and projects pertaining to the IT operations, both hardware and software. Participate in information gathering to assist other departments dealing with software/hardware projects.
3. Conceptualize, evaluate, and recommend technology strategies, plans and priorities.
4. Establish standards and procedures for automation systems, define new systems and/or user

application requirements, and assist in system design.

5. Oversee the operations of the central computer systems, ensuring adequate security for the City's systems, information and equipment.
6. Manage the City's Internet presence including access, security, and enhancements.
7. Implement and monitor all City automation and technology programs, ensuring the effectiveness of programs and that goals, schedules, and budgets are met.
8. Prepare and manage the budget for the IT Division and assist the IT Policy Committee in the preparation of the five year capitol budget planning and IT operations budget.
9. Act as technical advisor for the IT Policy Committee (ITPC) and assist the committee in developing written policies and researching and acquiring information pertaining to on-going and future projects. Provide leadership to and coordinate the ITPC and manage the strategic planning efforts of this citywide committee.
10. Prepare reports as needed for the Administrative Services Director and various committees responsible to ascertain true cost of IT services, to determine the IT needs of the organization, and to develop and implement a strategic plan for the City's IT future.
11. Supervise, train, and evaluate personnel in the IT Division. Supervise professional, technical, and support staff on tasks, projects, schedules, and identifies training needs and areas for improvement.
12. Administer and monitor vendor contracts to ensure compliance with performance measurements, timelines, and budget.
13. Responsible for City-wide management and administration of end user training needs for appropriate applications, and in the use of personal computer tools.
14. Report on the status and progress of automation projects and operations, and make recommendations for modification to automation systems as needed.
15. Perform other related duties and responsibilities as needed.

SKILLS, KNOWLEDGE AND ABILITIES:

SKILLS:

1. Planning and implementing computer conversions.
2. Determining user requirements and formulating balanced solutions that take into account current and future needs, priorities, cost-benefit, and available resources.
3. Managing complex projects and budgeting for those projects, including delineating their scope, preparing work plans, resolving conflicts, and overseeing implementation steps.

4. Strong supervision and management skills, a participative management style, and effective in developing the skills of employees in the division.
5. Administration, including planning, priority-setting, budgeting, report writing, and formal processes for the acquisition of hardware and software.
6. Maintaining a customer service orientation with City departments, and active liaison with counterparts in the public, private and professional sectors.
7. Strategic planning.

KNOWLEDGE: Knowledge of:

1. Principles, procedures, practices, techniques and nomenclature associated with current networking and telecommunications technology.
2. Municipal computer applications including Finance Systems, Geographic Information Systems, Permit Processing Systems, and Public Safety Systems.
3. Design, integration, testing, implementation, documentation, monitoring, and evaluation of automated systems.
4. Alternate work process and administrative systems, including both manual and computerized systems.
5. Principles and techniques for work planning, scheduling, management and reporting.
6. Principles of programming languages, software packages and operating system utilities currently used in City computer systems.
7. Physical database design and data recovery and procedures.
8. Database administration concepts, data management concept and facilities, computer software and hardware, logical design and data structures and database design, tuning and software support.
9. Principles and practices of supervision, organization, administration and management.
10. Principles and practices of customer service, service delivery, and service evaluation.

ABILITIES: Ability to:

1. Manage multiple projects, tasks, and priorities to achieve desired goals.
2. Conceive, express, and promote a “vision” of strategic directions in City technology.
3. Learn and effectively apply related equipment, polices, procedures, and practices affecting assigned areas of responsibility.
4. Plan, organize and direct the work of professional, technical and support staff.
5. Develop and maintain appropriate documentation and maintain confidentiality of sensitive information.
6. Operate assigned equipment.
7. Develop and recommend cost effective technical system improvements.
8. Read, interpret and apply complex technical publications, manuals and other documents.
9. Provide concise, logical written and oral reports and correspondence regarding system maintenance and development activities involving complex technical and administrative problems and proposed solutions.
10. Communicate effectively in both technical and non-technical terms.
11. Document procedures and provide training for IT staff and users on implementation and operation requirements of the system.
12. Establish and maintain effective working relations with fellow employees, supervisors, vendors and the general public.
13. Be a team player with good interpersonal skills and to work effectively with individuals and groups at all organizational levels.

MACHINES/TOOLS/EQUIPMENT UTILIZED:

Typical office environments include the following:

1. Computer, keyboard and monitor
2. LaserJet or ink jet printer
3. Telephone
4. Copier
5. Calculator or 10-key adding machine
6. Facsimile machine
7. Typewriter
8. Microfiche reader

9. Polaroid or digital camera
10. Automobile
11. Paper shredder
12. Paper cutter
13. Computer scanner
14. Specialized computer software
15. Specialized tools and equipment used in installing and repairing computer equipment.
16. Handcart or dolly
17. Splicing equipment
18. Grounding straps
19. Pager or two-way radio

PHYSICAL DEMANDS:

Under typical office conditions, employee will perform the following physical activities which include handling computer monitors, CPU's, printers, fax machines, files, books, binders, and boxes of work material or equipment:

1. Sitting, for prolonged periods of time working at a computer or attending meetings
2. Walking, to and from different facilities to install or repair computer equipment.
3. Standing, while installing computer equipment, or working in the office.
4. Kneeling, when installing or repairing computer equipment.
5. Bending/stooping, when installing or repairing computer equipment.
6. Squatting/bending, when installing or repairing office or computer equipment.
7. Crawling, when installing or repairing computer equipment.
8. Climbing, ladders or stairs when working with cables or wiring equipment.
9. Balancing, when using ladders and replacing and installing computer equipment.
10. Twisting, when installing or replacing computer equipment in all facilities.
11. Reaching, when working with computer cables and wiring, and all office materials.
12. Carrying, equipment and tools when installing or repairing computer equipment.
13. Pushing/pulling, handcart when replacing or installing computer equipment.
14. Lifting at least 50 lbs., when replacing, installing, or repairing computer equipment.
15. Driving, to other facilities to install or repair equipment, in addition to purchasing supplies and attending meetings and training.
16. Speed in meeting deadline and using office equipment.

SENSORY DEMANDS:

Under typical office conditions, employee utilizes these senses while using a computer, printer, typewriter, telephone, fax machine, copier, calculator, adding machine, paper shredder, paper cutter, camera, automobile, and specialized equipment used in the installation and repair of computer equipment:

1. Seeing, color vision is necessary when working with electrical wiring and cables.
2. Speaking
3. Hearing
4. Touching

ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:

INFORMATION TECHNOLOGY DIRECTOR

Office Conditions:

1. **Indoors:** Typical office conditions, over 60% of the time, servicing all City facilities.
2. **Flooring:** Low level carpeting, linoleum, tile floors and some exposure to asphalt.
3. **Noise Level:** Conducive to office settings with phones, copiers, radios, and typewriters. (There is a higher noise level in the Main Computer Room which houses the servers.)
4. **Lighting:** Conducive to normal office setting.
5. **Ventilation:** Provided by central heating and air conditioning.
6. **Dust or Fumes:** Normal to high indoor levels associated with dust and odors from computer equipment, paper, ink pens, copiers or other office-related equipment, in addition to crawling under buildings or in confined ceiling areas when running cable or checking equipment.

Field Conditions:

1. **Indoors:** Typical field conditions, approximately 35% of the time, during delivery, installation, and maintenance of computer equipment throughout City facilities.
Confined space: In addition, may be required to crawl or work in confined spaces above the ceiling or below the flooring of each facility.
2. **Travel:** Under varying conditions via automobile or plane, less than 5% of the time.
3. **Flooring:** Asphalt and uneven surfaces.
4. **Noise Level:** Varying low to high equipment noise, while working in the Main Computer Room or with equipment such as a copy machine, printer, or other computer equipment.
5. **Lighting:** Conducive to normal office settings, but may also work in poorly lit areas under the flooring or above the ceiling when running cable or working on computer wiring.
6. **Ventilation:** Heating and air conditioning provided by a vehicle or facility or may be restricted when working below the flooring panels or above the ceiling tiles.
7. **Dust or Fumes:** Normal, outdoor levels and extremely dusty and dirty crawl spaces above the ceiling and below the flooring of all City facilities.

HAZARDS:

Mechanical and electrical exposure is low to high, when installing or repairing computer equipment. Exposure is minimal when properly using standard office equipment such as a telephone, computer, typewriter, printer, copier, adding machine, fax machine, camera, radio, paper shredder, or paper cutter.

ATMOSPHERIC CONDITIONS:

On occasion, exposure to fumes from solvents and cleaners while performing maintenance or repair of computer equipment. Minimal to high exposure to fumes occurs in the typical office environment which may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

REQUIREMENTS, EXPERIENCE AND QUALIFICATIONS:

1. A Bachelor's degree from an accredited college or university with major course work in Computer Science, Business Administration, Management Information Systems, Public Administration or a related field of study. A Master's degree in Business Administration or Public Administration is highly desired.
2. Five years of increasingly responsible experience in information systems, computer systems and analysis, and administering technical services with at least two years of experience in a supervisory or management capacity which involved the direct supervision of technical staff.
3. Experience with municipal systems and applications.
4. Strong skills and experience with Microsoft's Windows New Technology (NT) operating system and Microsoft Office automation software.
5. Pass a post-offer medical examination, which includes a drug test.
6. Possess and maintain a valid California driver's license and a safe driving record necessary to operate assigned vehicle(s).
7. Must pass a Department of Justice criminal record check and a detailed background investigation for employment.
8. Prefer non-tobacco user.