



## **INFORMATION TECHNOLOGY MANAGER**

### **DEFINITION**

Under general direction, manages the planning, budgeting, implementation, maintenance, and security of the information technology infrastructure including hardware and software solutions utilized by City departments; executes and enforces the information technology strategies and policies; develops and administers the division budget; facilitates the Information Technology governance process for technology project submission, selection, and implementation; provides technological support for a variety of business and operational processes to City departments; performs a variety of professional and technical duties which include the design, development, testing, implementation, maintenance, administration, and support of the technology infrastructure; manages vendor contracts and works with vendors to resolve hardware and software issues; performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Director of Administrative Services or designee. Exercises general and direct supervision of professional, technical, and clerical staff.

### **CLASS CHARACTERISTICS**

This is a single-position management level classification with full responsibility for managing the administrative activities of the IT Division of the Administrative Services Department. The incumbent provides the highest level of technical expertise and knowledge in performing network and server systems design, administration and tuning, operating systems programming, and cross-platform system security. The incumbent is accountable, through subordinate supervisors, for accomplishing department goals and for furthering City goals and objectives within general policy guidelines and serves as a technical expert who exercises discretion and has latitude in resolving complex technical issues.

The IT Manager is an “at-will” position that serves at the pleasure of the City Manager.

### **ESSENTIAL DUTIES**

Duties may include, but are not limited to the following:

- Manages, directs, and organizes projects, activities, and resources for the IT Division, including but not limited to networks, servers, workstations, hardware and software utilized throughout the City, IoT, mobile and telephony infrastructure, security systems, data transmission, telecommunication systems, Geographic Information Systems and full IT support for all areas in public safety.
- Assists the Director of Administrative Services or the Deputy Director of Administrative Services in developing and implementing goals, objectives, policies, and work standards for

the Administrative Services Department; plans, develops, and implements City policies and procedures for IT governance, security, and administration.

- Participates in the development and administration of the division budget.
- Plans, organizes, supervises, and evaluates the activities of professional, technical and administrative staff; develops and manages the IT division staff including hiring, education, and training; reviews and evaluates job performance and effectively recommends personnel actions.
- Directs the information security program, balancing the management of cyber risks with availability and mobility of technology services.
- Establishes and enforces standards, procedures, and policies in support of up-to-date security internal controls; makes recommendations for selecting and implementing security-based hardware and software solutions; provides security interpretation, training, education, and awareness to users as needed; acts as a liaison with internal user departments by providing analysis, consultation, assistance, and troubleshooting of related security activities; develops reports of findings, alternatives, and recommendations.
- Leads the creation, implementation, and maintenance of the information systems disaster recovery and business continuity plans and procedures.
- Coordinates with internal and external customers to identify information technology needs and determines appropriate applications.
- Reviews and approves LAN/WAN connectivity solutions to meet departmental and citywide business needs.
- Oversees and reviews contracts for acquisition, installation and maintenance of all information technology hardware and software; monitors the course of project developments; develops preventive maintenance programs and ensures that all equipment and systems are maintained at an optimum level.
- Facilitates the integration of system software and development of internal and external interfaces.
- Develops project plans, defines project scope and timeline, identifies potential risks, develops contingency plans, provides cost estimates, identifies resource needs, tracks project progress, reviews milestones, resolves issues and conflicts, monitors and manages change, and prepares and presents status reports to management.
- Works closely with IT staff throughout the organization to establish standard operating procedures and ensure cost effective delivery of information services.
- Assists in establishing standards for the use of network system resources.
- Develops and maintains technical expertise in assigned areas including awareness of current hardware, software, laws, regulations, and rules.
- Assists with the day to day administration and maintenance of the technology infrastructure and services.
- Monitors innovative technology solutions as well as the current and future state of technology; evaluates existing and proposed legislation applicable to Information Technology practices.

- Represents the division and department to outside agencies and organizations; participates in outside community and professional groups and committees; provides technical assistance as necessary.
- Performs related or other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Administrative principles and methods, including goal setting, program and budget development, implementation, and control, and personnel management and supervision.
- Advanced principles and practices of computer/information technology systems.
- Trends in information technology software, business systems, hardware, networking, applications, wireless solutions and communications, and security policies and procedures.
- Practices of leadership, motivation, team building, and conflict resolution including managing a technology support team and help desk.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices around Information Technology.
- Advanced principles and practices of system application development, maintenance, and support; complex network administration, telecommunications, and other infrastructure services; and complex database administration.
- Advanced principles, practices, and programs related to information security best practices, procedure, risk assessment, methodologies, and vulnerability; information security frameworks, software, hardware, and technologies.
- Current and emerging information security compliance standards and regulations, security tools, techniques, and programs.
- Advanced principles and practices of advanced project management, organizational analysis and management.
- Methods and techniques for writing reports and correspondence, making presentations, contract negotiations, and information distribution.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

### **Ability to:**

- Assist in the development and implementation of goals, objectives, practices, policies, procedures, and work standards for the Administrative Services Department.

- Plan, organize, supervise, and evaluate the activities of the Information Technology division.
- Continually analyze budget and technical reports; interpret and evaluate staff.
- Understand laws, regulations, and codes, resolve division related issues, cite various rules and procedures, and interpret and apply City and department policies, procedures, rules, and regulations.
- Determine appropriate technology applications and support to City-wide processes and operations.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in providing administrative and professional leadership and direction for the department.
- Understand the unique operations and business functions of the City's departments.
- Perform the most complex and/or politically sensitive work of the department and utilize discretion in the handling and disclosure of confidential information.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Troubleshoot complex technical problems; develop and implement complex technical solutions on multiple hardware and software platforms.
- Respond appropriately, effectively, and promptly to the needs of internal and external customers using principles of good customer service.
- Organize and set priorities for a variety of projects and tasks in an effective and efficient manner to ensure deadlines are met.
- Prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials.
- Prepare and present clear, concise, and logical written reports and oral presentations to small and large groups.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.

### **Education and Experience**

Possession of a bachelor's degree from an accredited four-year college or university with major coursework in Computer Science, Information Technology, Management Information Services or a closely related field;

**AND**

Eight (8) years of increasingly responsible infrastructure and enterprise applications management experience in an IT environment consisting of multiple platforms, large-scale applications with multiple operating systems which included a minimum three (3) years of supervisory experience.

**Licenses and Certifications**

- Possession of, or ability to obtain and maintain, a valid California Class C Driver License and a satisfactory driving record is required. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.
- Microsoft Certified System Engineer (MCSE), VMware Certified Professional (VCP), or Project Management Professional (PMP) certifications are highly desirable.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; the ability to operate a motor vehicle to visit various City sites and attend off-site meetings; vision to read printed material and view a computer screen; hearing and speech to communicate in person, before groups, and over the telephone; finger dexterity to operate standard office equipment and access, enter, and retrieve data using a computer keyboard and calculator; the ability to bend, stoop, kneel, reach, and push and pull drawers open and closed to retrieve and file information; and occasionally lift, carry, push, and pull materials and objects up to 50 pounds to perform the required job functions. Reasonable accommodations will be made for individuals on a case-by-case basis.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

Employees may be required to work evenings, weekends, and holidays, as well as participate in afterhours on-call assignments. Candidates must pass a thorough background investigation.

All City of Rocklin employees are designated as Emergency Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department and/or City.

*This class specification should not be construed to imply that these requirements are the exclusive standards of each position as not all duties are necessarily performed by each incumbent.*

Adopted	February 2013
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FLSA	Exempt/At-Will
Salary Schedule	Management/Range 22