

CITY OF REDWOOD CITY INFORMATION TECHNOLOGY MANAGER

DEFINITION

The Information Technology Manager plans and supports the City's information processing needs, and evaluates, develops, coordinates, and implements new systems for host data, networking, and voice applications. The Information Technology Manager also supports information systems for other client agencies.

SUPERVISION RECEIVED AND EXERCISED

General supervision is provided by the Finance Director. Responsibilities include direct and indirect supervision of professional and technical positions.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

1. Provide leadership in the development of Citywide Information Technology long range plans.
2. Work with City departments on the development and implementation of goals, policies, and priorities relating to City-wide host data, networking, and voice applications.
3. Coordinate the planning for, installation of, and conversation to new equipment.
4. Provide for the security of central Information Technology equipment.
5. Administer system contracts with outside data and voice consultants.
6. Supervise the modification of software as required.
7. Review and recommend the purchase of Information Technology tools for greater efficiency.
8. Review, recommend, and implement new data and voice procedures.
9. Respond to requests for information from the City departments.
10. Assist City departments with analyzing their system requirements.
11. Recommend solutions to departmental users when requested.
12. Evaluate the effectiveness of current systems and procedures.

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13. Assist City departments in finding training solutions.
14. Help City departments become comfortable with innovation and change.
15. Create and maintain a cost allocation system for charging data and voice services that is understood and accepted by users.
16. Develop and manage the Information Technology budget.
17. Administer contracts with data and voice vendors.
18. Grow customer base by calling on potential clients to market services.
19. Perform work with regular attendance and punctuality.

QUALIFICATIONS

Knowledge of:

Principles of data processing, computer networking, and voice technology.

Principles and techniques of computer software development, procedure analysis and design.

Modern office practices, procedures, methods, and equipment.

Principles of supervision, training, and performance evaluation.

Research techniques, methods, and procedures.

Accounting principles and terminology.

Payroll applications.

Unix operating systems.

Pick Basic programming language.

MD-DOS, Windows and Macintosh.

Netware and Windows for Workgroups.

Wide Area Networks (WAN).

PBX and voice mail functionality and technology.

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Ability to:

Analyze informational requirements and needs, identify problems, examine alternatives, reason logically, and design implementation procedures.

Develop conclusions and recommendations.

Develop, revise, install, and utilize automated systems and procedures.

Continuously innovate and seek new technologies for the City's employees.

Prepare complex statistical reports.

Maintain the confidentiality of departmental information.

Deliver excellent customer service.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain and foster positive and harmonious working relationships with all customers and clients.

Recruit, train, supervise and evaluate professional and technical personnel.

Procure and manage new voice technology for the City.

Manage outside consultants in order to upgrade data and voice systems.

Continuously seek additional sources of revenue for the City.

Skill to:

Operate various desktop and host computer equipment.

Experience and Training Guidelines:

Any combination equivalent to 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 responsible experience with Management Information Services (data, voice, networking and imaging) including supervisory experience.

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Training:

Equivalent to a Bachelors degree from an accredited college or university with major course work in computer science or related area. A Masters degree is desirable.

Special Requirements:

Essential duties require the following physical abilities and work environment:

Ability to work in a modern office environment.

Valid California Driver's License or the ability to obtain within 3 months.

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**ADA
DOCUMENTATION OF ESSENTIAL DUTIES:**

1. MAE
2. OAE
3. MAE
4. OAE
5. OAE
6. SAE
7. OAE
8. OAE
9. MDE
10. OAE
11. OAE
12. OAE
13. OAE
14. OAE
15. OAE
16. OAE
17. OAE
18. OAE
19. ODE

**DOCUMENTATION SCALES AND CODES
FOR ESSENTIAL DUTIES**

Time Spent:

S	Significant	10% of day, week, or month
M	Moderate	5-9%
O	Occasional	Less than 5%

Frequency:

D	Daily
W	Weekly
M	Monthly
A	As needed

Supervisor/Manager Review:

E	Major focus of job/position
NE	Minor (can easily be assigned to another position)

Effective Date: December, 1996

Bargaining Group: Executive Management