



INFORMATION SYSTEMS MANAGER

DEFINITION

Under administrative direction, organizes coordinates and supervises installation, maintenance and repair of computer software, equipment and peripherals; maintains city-wide hardware and software inventory.

SUPERVISION EXERCISED

Supervises subordinate personnel

EXAMPLES OF DUTIES

Duties may include but are not limited to:

Supervise and participate in the research, analysis, design and implementation of computer applications and information systems based on city and department needs.

Supervise, train, evaluate, motivate and discipline subordinate staff providing technical guidance in technology systems, software and hardware.

Assess and trouble shoot technology problems; modify programs and software to improve service delivery.

Install, operate and maintain software programs; train staff in use of computer hardware and software.

Evaluate requests for acquisition of computer hardware and software; determine compatibility with existing systems; develop recommendations for purchase of new hardware, software, furniture and supplies.

Develop and implement goals, objectives, policies and procedures; recommend and implement changes in technology systems, hardware and software.

Prepare and manage division budget, including identification of staffing, equipment, materials and supplies needs; approve expenditures.

Prepare statistical reports; document program and system changes and test programs.

Prepare and present feasibility studies, reports and cost estimates.

Supervise and participate in maintenance of records of computer problems, complaints and resolutions.

Perform related duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

Computer hardware installation, replacement and repair.

Computer operating and applications software included but not limited to MS Windows, MS Office applications, Adobe Acrobat, Adobe Illustrator, Adobe Photoshop and/or other graphics software, drafting and GIS software.

Operating characteristics of information systems equipment including host computers, printers, storage systems, controllers/multiplexers, communication switches, scanners, PC workstations/terminals and related peripheral devices.

Web design procedures and methods.

Principles and concepts of SQL, GIS and ESRI database administration.

Principles of architecture, maintenance and operation of digital computer and electrical systems.

Principles and practices of employee supervision, training, evaluation, motivation and discipline.

Principles and methods of budget preparation and monitoring.

Techniques used in project management and computer security.

Database backup and restoration.

Ability and Skill to:

Create, read and interpret electrical/electronic schematics, system network diagrams, plans, blueprints and electrical wiring diagrams.

Maintain the integrity and confidentiality of information.

Install hardware, network and communications systems.

Read and understand schematics and technical instructions and technical manuals, journals, literature and related documents.



Perform complex maintenance tasks on analog and digital equipment.

Train, supervise, evaluate, motivate and discipline subordinate personnel.

Identify and solve information systems related problems.

Prepare statistical reports.

Plan and organize work to meet schedules and timelines.

Communicate clearly both orally and in writing.

Perform duties of an emergency worker in the event of a natural or other disaster.

QUALIFICATIONS

Any combination of education and experience that would provide the required knowledge, abilities and skills is qualifying. A typical way to obtain the qualifications would be:

BA/BS degree in computer science or related field and five (5) years progressively responsible experience in computer systems operation, programming and analysis, including two (2) years in a supervisory capacity.

LICENSE OR CERTIFICATE

Possession of a valid Class C California Driver's License and a good driving record.

ESSENTIAL JOB FUNCTIONS/A.D.A.

Ability to operate computer, calculator, telephone, portable radio, copying machine and cash register

Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person

Ability to prepare reports, perform mathematical calculations, count money and sort/file documents

Ability to sit for two hours at a time

Ability to lift up to 25 pounds



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Ability to climb a footstool or ladder for the purposes of retrieving records and/or installing cabling/equipment.

Ability to get from one location to another in the course of doing business

