



JOB DESCRIPTION

INFORMATION SERVICES MANAGER

DEFINITION

Under administrative direction, is responsible for planning and coordinating the City's technology based services, as well as implementation and maintenance activities for the Information Services Division; directs and supervises Library information technology functions.

EXAMPLES OF DUTIES

Duties may include but are not limited to the following:

1. Supervises, advises and provides assistance to City staff regarding day-to-day data processing operations, applications and equipment. Supervises and participates in the training of City personnel in the uses and capacities of hardware and software.
2. Provides leadership for systems design and development teams. Coordinates the development and implementation of new services and expanded system capabilities.
3. Researches and evaluates hardware and software and makes recommendations to City Council regarding technology related issues, and purchase of equipment and applications. Coordinates installation and assists in ongoing maintenance and development of programs.
4. Operates computer and auxiliary equipment, including tape drive and printers. Analyzes and solves operating system and data base problems. Supervises and participates in development and design of new software systems.
5. Assists in preparation of annual budgets and vendor maintenance contracts.
6. Responsible for system security.
7. Without additional compensation, employee shall perform such additional acts or duties as the City Manager shall assign.

QUALIFICATIONS/GUIDELINES

Education and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills and abilities necessary for satisfactory job performance. B.S. in computer science or related field is required, plus five years of information technology experience, including programming, systems analysis and design, and user training, with three years' experience at the management level.

Knowledge, Skills and Abilities

Must have experience in managing computing resources to support functions including the installation and upgrading of new or existing computing equipment, standard Windows applications and the integration of equipment and applications in a networked environment. Must have strong interpersonal qualities directed toward fostering positive work-related interaction with City staff.



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SPECIAL REQUIREMENTS

Possession or ability to obtain an appropriate California driver's license and a satisfactory driving record; lifting of equipment, furniture or boxes weighing up to 50 pounds.

ESSENTIAL ELEMENTS

Physical Demands

Sitting, walking, reaching, grasping, bending, crawling, manual dexterity, clear speech-complex, clear-seeing and driving (car); physical ability to lift equipment, stoop and bend as necessary to access equipment during course of installation, maintenance or repair.

Stress Factors

Some pressure in assisting staff and interacting with the public. Ability to interpret and explain actions to staff.

Work Environment

Work with the staff and the public; verbal contact, face-to-face and telephone.

Mental Requirements

Reading complex, writing complex, analyzing, perception/comprehension and judgment.

Equipment

Network equipment, personal computers, and computer peripherals such as keyboards, monitors, printers, barcode readers, scanners, etc. Some audio-visual equipment, such as DVD player, etc., telephone, photocopier and other standard office equipment.