

CITY OF DURANT JOB DESCRIPTION

Title:	IT Manager	FLSA Status:	Exempt
Department:	Information Technology	Pay Grade:	10
Reports To:	IT Director		Safety Sensitive

POSITION SUMMARY

This position is responsible to assist in the oversight, leadership, planning, coordinating and control of the technical strategy for the present and future management of the City's Information Technology needs. This position manages and directs the operations and security of the City's IT Infrastructure, including, budgeting, procurement of technology assets and services, and while providing IT services as needed.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. To perform this job successfully, an individual must be able to perform each duty satisfactorily. Other duties may be required and assigned.

1. Provides leadership and management to all department personnel. Supervises the work of and monitors performance of staff members with the Director; Assigns work and addresses day-to-day needs; assesses and makes recommendations of training needs to the Director.
2. Implements the goals and objectives for department operations; guides staff through changes in laws, processes, services or programs.
3. Develops and recommends annual departmental budget to the Director; forecasts necessary funding for staff, equipment, material and supplies. Monitors budget throughout the year.
4. Recommends the information technology capital budget, develops annual and multi-year work plans as assigned.
5. Researches and analyzes technology needs, trends and resources and makes recommendations to the Director.
6. Provides project management oversight and organizational information technology leadership through consultation and partnership.
7. Assists with managing the security and reliability of IT systems. Decisions made include recommending methods for securing systems and what type of equipment/software are required to assure optimum reliability and security.
8. Monitors the health and security of IT systems. Recommends changes or enhancements.
9. Ensures data security compliance with Federal, State and local laws, regulations and ordinances.
10. Ensures implementation of rulings, legislation, statutes, city and department policies and procedures.
11. Monitors, maintains and updates application and database servers, email system, Active Directory and file system. Performs routine maintenance.
12. Support administration of Help Desk, including assigning and performing Help Desk support as needed.

13. Analyzes and troubleshoots problems of computer users with applications, procedures, software, and hardware citywide.
14. Installs and maintains software applications in a client/server environment.
15. Maintains data integrity through administration of comprehensive data backup and archiving systems.
16. Creates and maintains software application processes and procedures.
17. Plans, prepares, installs, and implements computer hardware and software/applications.
18. Analyzes and troubleshoots problems of computer users with applications, procedures, software, and hardware.
19. Implements and maintains manufacturer updates and revisions to system software, application packages, compilers, databases, and utilities; installs these updates in such a way as to minimize inconvenience to users.
20. Ensures end user requests for assistance are addressed timely.
21. Other duties as assigned.

KNOWLEDGE SKILLS AND ABILITIES

1. Extensive knowledge of principles, practices, procedures, and methodologies of Information Systems analysis, design, operation, and maintenance.
2. Maintains current functional knowledge of ERP systems and other specialized software applications in use by the City in relation to operational needs.
3. Knowledge of the developments and trends in the field.
4. Knowledge of the City's and Department's operating requirements, policies, procedures, and practices; and local, state, and federal regulations related to department programs and operations.
5. Knowledge of principles and practices of budgeting, fiscal management, project management principles and techniques.
6. Ability to effectively utilize the principles of strategic and long and short-range planning.
7. Skill in analyzing complex administrative information and issues, defining problems and evaluating alternatives and recommending methods, procedures and techniques for resolution of issues.
8. Ability to research and analyze detailed information and make appropriate recommendations.
9. Ability to develop department goals and objectives.
10. Ability to plan, develop, implement, and evaluate projects and programs.
11. Ability to develop, interpret and implement regulations, policies, procedures, written instructions, general correspondence, and other department specific documents.
12. Ability to prepare, recommend and monitor an operating budget, including line item budgeting.
13. Knowledge of administrative policies and procedures of the City.
14. Ability to establish and maintain accurate records of assigned activities and operations.
15. Ability to interpret and implement local policies and procedures; written instructions, general correspondence; Federal, State, and local regulations.
16. Skill in organizational and time management to prioritize duties to accomplish a high volume of work product while adapting to constant changes in priority.
17. Ability to perform detailed work accurately and independently in compliance with stringent time limits with minimal direction and supervision.
18. Ability to think quickly, maintain self-control, and adapt to stressful situations.

19. Knowledge of management and supervisory practices & principles, including the ability to make final employment recommendations, preparing performance evaluations, managing time off, and maintaining personnel records.
20. Ability to adapt and take control of situations, dictating subordinate activities in a responsible manner.
21. Ability to instruct and train in methods and procedures.
22. Ability to organize, assign, and modify the work assignment of others, and (re)-establish priorities to meet deadlines.
23. Knowledge of current office practices and procedures and knowledge of the operation of standard office equipment and software.
24. Knowledge of computer software including word processing, spreadsheet and database applications consistent for this position.
25. Ability to perform mathematical calculations required of this position.
26. Ability to communicate clearly, concisely and effectively in English in both written and verbal form.
27. Skill in researching and understanding complex written materials.
28. Ability to prepare and maintain accurate and concise records and reports.
29. Ability to apply sound judgment and discretion in performing duties, resolving problems and interpreting policies and regulations.
30. Ability to communicate detailed and often sensitive information effectively and concisely, both orally and in writing.
31. Ability to handle sensitive interpersonal situations calmly and tactfully.
32. Ability to maintain professionalism at all times.
33. Ability to maintain effective working relationships with individuals within and outside the organization.
34. Ability to maintain confidentiality and discretion regarding business-related files, reports and conversations, within the provision of the Open Records Act and other applicable State and Federal statutes and regulations.
35. Ability to work the allocated hours of the position and respond after hours as needed.

PHYSICAL AND WORK ENVIRONMENT

The physical and work environment characteristics described in this description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions or as otherwise required by law. Employees needing reasonable accommodation should discuss the request with the employee's supervisor.

- This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, frequently requires standing, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires walking, stooping, kneeling, crouching or crawling and reaching with hands and arms.
- Work has standard vision requirements.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.

- Work requires preparing and analyzing written or computer data and observing general surroundings and activities.
- Work has no exposure to adverse environmental conditions.
- Work is generally in a moderately noisy office setting (e.g. business office, light traffic).

MINIMUM REQUIRED QUALIFICATIONS

- Associates degree in Computer Science, Computer Information Systems or a related field and five (5) years of progressively responsible experience in information technology and administration.
- Two years supervisory experience.

PREFERRED QUALIFICATIONS

- Information systems, systems security, enterprise management or related professional certification.

OTHER REQUIREMENTS

- Must pass background and criminal history checks.

Nothing in this job description limits management's right to assign or reassign duties and responsibilities to this job at any time. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.