

**CITY OF EMERYVILLE/
MANAGEMENT OF EMERYVILLE SERVICES AUTHORITY**

TITLE: INFORMATION SYSTEMS MANAGER
Created: December 2000
Revised: June 2009
FLSA Status: Exempt
Job Code: 1155

DEFINITION

Under general direction, provides management and related duties for the information systems functions; acts as technical expert, evaluates, recommends, acquires, and installs hardware and software; coordinates service, installation and maintenance of hardware and software by vendors; develops and administers information systems budget, policies and procedures; assigns, monitors and supervises staff; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS

This is an exempt, single position class that provides management and technical support and advice and is responsible for establishing the broad City information systems programs and agenda. This position provides consultation, assistance and support to all City departments in the areas of information systems development, upgrade, training, processing and acquisition. The incumbent of this classification supervises, consults with, advises and approves decisions of lower level staff. The Information Systems Manager is an at-will position, and serves at the pleasure of the Appointing Authority.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the Assistant City Manager. Exercises immediate supervisory responsibilities of Information Services division employees.

EXAMPLE OF DUTIES – The duties listed below are illustrative only. They are not meant to be an exhaustive listing of all of the duties and responsibilities of the classification.

- Manages, develops, implements, and maintains a comprehensive maintenance program for computer, telecommunication and network systems; monitors, supervises, trains and evaluates assigned staff.
- Supports City departments and staff in the use of computer, telecommunication and network hardware and software; troubleshoots hardware and software problems; installs computer, telecommunication and network hardware and software; trains City staff in the use of information systems applications; recommends training programs for specific applications.
- Coordinates information systems activities including system upgrades, network use, shared databases, systems services and maintenance and outside sources including Internet applications; analyzes information systems needs; makes recommendations for acquisitions, modifications and/or applications on a project, department or staff basis.

- Maintains accurate records and documentation; prepares reports as required.
- Consults with City Attorney's Office in the negotiation and administration of vendor contracts for the design, installation and maintenance of City information and telecommunication systems.
- Maintains an inventory of surplus equipment and supplies; makes recommendations for the disposal and disposes of surplus equipment and supplies.
- Researches, compiles and analyses complex data and problems; provides technical and administrative reports; prepares written correspondence as necessary; provides periodic reports on activities; attends City Council, departmental, interdepartmental, project and user group meetings as required.
- Develops and administers information systems use policies and procedures; ensures compliance in the application and use of hardware and software by the City and staff.
- Organizes resources in accordance with established goals and objectives; evaluates service delivery and support activities and makes appropriate adjustments.
- Represents the City with outside agencies and organizations.

QUALIFICATIONS

Knowledge of computer, telecommunication and network systems and their business applications; trends in information systems technologies relative to City business applications; software applications for business usage; methods, tools and techniques of systems hardware and software evaluation, implementation, documentation and troubleshooting and repair; principles and practices of records management and data storage and retrieval; laws and regulations governing computer systems usage and operation; effective supervisory practices and procedures; effective methods of communication both written and verbal; business mathematics; methods and practices of budgeting; functions and activities of a municipal government; effective methods of training staff in the use of systems hardware and software applications.

Skill in installing, maintaining and operating computer, telecommunication and network systems and associated software; troubleshooting and determining hardware and software problems; preparing clear concise written documents including staff reports, memos, vendor communications, user procedures, program documentation etc.; explaining technical information to non-technical personnel; organizing work, setting priorities and meeting critical deadlines; reviewing the work of others including contractors, and other City staff; negotiating with vendors and service providers.

Ability to develop and administer a budget; establish effective communications with those contacted in the course of the work; monitor, evaluate and train assigned staff; operate tools used in the course of the work; operate a variety of information and telecommunications systems; provide effective customer service; continue to learn and keep abreast of changing technologies related to information and communication systems; work in tight, cramped spaces; stand for long periods of time; crawl in narrow crawl spaces; bend, stoop, and grasp objects; discern wire colors

and see small text and number labels on wiring and circuitry; perform other related duties as required.

EDUCATION AND EXPERIENCE

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

Education: A Bachelor's degree, or equivalent, with major emphasis in computer science, data processing, business administration or a related field.

Experience: Five years of increasingly responsible experience in information systems operations, support and maintenance, two years of which have been in a lead capacity.

Licenses/Certificates: Possession of a valid California Driver's License with a satisfactory driving record OR demonstrates the ability to travel to various locations in a timely manner as required in the performance of duties.