City of Irving Job Description

Public Safety I.T. Manager

FLSA Status:	EXEMPT	**Job Department:**	Information Technology
Job Code:	I041	**Reports To (Job Title):**	Assistant Information Technology Director

PURPOSE

To develop, administer, and support Information Technology systems, specifically Public Safety (Police, Fire and Municipal Court).. To provide support for specialized computer applications and databases utilized by Public Safety. To develop new applications and improve existing processing via the implementation of technology.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Work with end users and organizations on information exchange procedures and data requests to determine if sensitive information should be released.
- Coordinate with other IT managers to develop and manage departmental budgets and goals.
- Provide technical support and training for Public Safety users, including troubleshooting, problem resolution and general question response.
- Provide front-line primary software support for Public Safety users.
- Design data collection, processing, and control procedures.
- Design, develop and implement software applications.
- Design and implement system integrations.
- Maintain numerous custom database applications.
- Analyze, modify, test, and debug new or existing programs and makes changes as required.
- Document programs or update documentation according to established standards.
- Manage section staff by assigning tasks, tracking progress, and evaluating performance.
- Lead project teams involving non-IT staff members.
- Assist in the development and administration of section budget.
- Analyze user department requests and provide solutions to meet operational needs.
- Design and teach end-user training classes.
- Develop and maintain the system disaster recovery program.
- Manage contractors by developing and evaluating RFPs, completing contract negotiations, and reviewing contract deliverables.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Create end-user documentation.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 2-5 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Assists in the development and administration of section budget, and coordinates with other IT managers to develop and manage departmental budgets and goals.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to a Bachelor's degree from an accredited college or university with major course work in Information Technology or a closely related field.

EXPERIENCE

- Minimum of five (5) years of increasingly responsible related experience including two (2) years of administrative and supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid, state-issued driver's license, or ability to obtain upon hire, may be required.

KNOWLEDGE OF

- Computers and Electronics: Electric circuit boards, processors, chips and computer hardware and software including applications and programming.
- Administration and Management: Principles and processes involved in business and organizational planning, coordination and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques and production methods.
- English Language: The structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Mathematics: Numbers, their operations and interrelationships including arithmetic, algebra, geometry, calculus, statistics and their applications.
- Personnel and Human Resources: Policies and practices involved in personnel/HR functions.
- Economics and Accounting: Economic and accounting principles and practices; the financial markets, banking and the analysis and reporting of financial data.
- Programming Methodology: Necessary computer languages, basic principles, formulas, syntax, and documentation practices.
- Database Design, Development, and Management: best practices related to relational database design, development, and management.

SKILLS AND ABILITIES IN

- Accuracy: Paying extreme attention to detail in dealing with numbers, words, and ideas.
- Programming: Writing computer programs for various purposes.
- Mathematics: Using mathematics to solve problems.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Reading Comprehension: Understanding written sentences and paragraphs in work-related documents.
- Operations Analysis: Analyzing needs and product requirements to create a design.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Coordination: Adjusting actions in relation to others' actions.
- Complex Problem Solving: Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Cooperation: Establish and maintain positive working relationships with those contacted in the course of work.
- Database Development: Maintaining server, and indexing, storing, and retrieving structured and unstructured data.
- System Integration: Designing, evaluating, and implementing various systems integration methods.
- Service Orientation: Actively looking for ways to help people.
- Multi-taksing: Adapting to changing work roles.
- Written Comprehension: Reading and understanding information and ideas presented in writing, which includes documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Oral Expression: Communicating information and ideas in speaking so others will understand.
- Training and Direction: Effectively guiding and critiquing adult learners.
- Mathematical Reasoning: Understanding and organizing a problem and then to select a mathematical method or formula to solve the problem.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. It involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Interactive Presentation: Effectively presenting information and respond to questions from groups of managers, clients, customers, and the general public.
- Speech Recognition: Identifying and understanding the speech of another person.
- Technical Reasoning: Interpreting an extensive variety of technical instructions in mathematical or diagram form and dealing with several abstract and concrete variables.
- Effective Supervision: Producing decided, decisive, and/or desired effect in the actions of those under one's direction.
- Project Management: Formulating project plans that efficiently produce the defined project goals.

GUIDANCE RECEIVED

Priorities and Policies
Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

CONTACTS

Interacts with City staff, generally key administrative support up through the director level, across multiple departments. Externally, interacts with vendors and engages with staff from other organizations for the purpose of establishing relationships, knowledge transfer, and general industry networking for the benefit of the city.

EQUIPMENT AND PROPERTY

Computers and servers.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to listen, see, sit, talk, and/or walk. Frequently, s/he is required to drive a vehicle, grasp, handle, feel, reach, and/or stand. Occasionally, s/he is required to carry, lift up to 10 pounds, pull, push, and/or stoop. Rarely, s/he is required to balance, climb, crawl, kneel, lift up to 25 pounds, and/or smell.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment is usually quiet.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.