FLSA Status:	EXEMPT	**Job Department:**	Information Technology
Job Code:	13021	**Reports To (Job Title):**	Chief Technology Officer (CTO)

PURPOSE

To assist the Chief Technology Officer (CTO) in managing activities including directing personnel, overseeing projects, and development and administration of the budget. To provide policies and procedures that set the direction of the work effort of the department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Provide management and technical direction to employees of an assigned division of the Information Technology (IT) department to implement technical goals and management objectives.
- Manage and monitor the City's badge and computer access credential systems.
- Responsible for seeing that subordinate staff is using superior customer service and response in working with customers when performing activities under areas of responsibility.
- Direct weekly staff meetings for resource allocation and management.
- Coordinate information services with other IT teams, departments and other agencies.
- Assign and monitor projects and work packages.

If Assigned to Network & Communications Division:
- Chair IT Standards Committee to establish standards along, with representatives of other IT teams, for network, radio and computer hardware and software.
- Responsible for disaster recovery planning and implementation.
- Manage all telephone communication services including land lines, voice over IP, cell phones, wireless communication systems, and SCADA.
- Provide guidance for network, radio, email and telephone system's design.
- Evaluate new technologies for use within the City's network, radio, email and telephone systems.
- Participate in system design for networking, telecommunications, email and radio systems.

If Assigned to Planning & Operations Division:
- Responsible for working with customer departments on short and long-range technology objectives.
- Manage all health of application services supported by IT to customers.
- Responsible for planning, project management and customer service delivery operations.
- Responsible for computer replacement, print management, and mobile device contract management.
- Provide guidance for database design and applications development.
- Evaluate new technologies for use within the City's information systems.
- Participate in system design at the customer service, applications, database development, and e-government service delivery levels.

OTHER DUTIES AND RESPONSIBILITIES

- Assist in the preparation of Information Technology Department budgets, goals, policies, procedures, and methods.
- Perform related duties as assigned.

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 as many as 25 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Assist the Chief Technology Officer in developing and administering the IT Budget, totaling approximately $10 million, and the Technology Fund of approximately $2.2 million.

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 Systems 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.

KNOWLEDGE OF

- Advanced Math: Mathematical calculations including geometry, trigonometry, algebra, statistics, and calculus.
- 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.
- Budgeting Management: Developing plans and budgets; comparing them against actual activity.
- English Language: The structure and content of the English language, including the meaning of words and grammar.

- Personnel and Human Resources (HR): Policies and practices involved in personnel/HR functions, including selection, supervision, training, performance evaluations, and termination.
- Programming Methodology: Necessary computer languages, basic principles, formulas, syntax, and documentation practices.

SKILLS AND ABILITIES IN

- System Perception: Discerning when important changes have occurred or likely will in a system.
- Writing: Communicating effectively with others in writing tailored to the needs of the audience.
- Negotiation: Bringing others together and trying to reconcile differences.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Management of Personnel Resources: Motivating, developing, and directing people as they work; identifying the best people for the job.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- System Evaluation: Identifying measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Systems Analysis: Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Social Perceptiveness: Being aware of the reactions of others and understanding why they react the way they do.
- Reading Comprehension: Reading and interpreting documents.
- Judgment and Decision Making: Weighing the relative costs / benefits of a potential action.
- Persuasion: Convincing others to approach things differently.
- Mathematical Reasoning: Understanding and organizing a problem and then selecting a mathematical method or formula to solve the problem.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Inductive Reasoning: Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Speech Clarity: Speaking clearly so that it is understandable to a listener.
- Speech Recognition: Identifying and understanding the speech of another person.
- Problem Sensitivity: Telling when something is wrong or is likely to go wrong.

GUIDANCE RECEIVED

Departmental Goals and Priorities
Makes decisions that are guided by overall Departmental goals, priorities and policies. Job requires interpreting goals and priorities into action steps and delegating responsibility for completion; applies broad latitude in regard to methods and approaches but must obtain approval for actions that have policy, service or cost implications.

CONTACTS

The employee interacts with City staff, generally key administrative support up through the director level, across multiple Departments when troubleshooting, installing systems and/or software, and providing end users with training support in the assigned functional area.

Externally, s/he interacts with Vendors, related to various systems for the purpose of receiving technical support, best practices, upgrade information, technical advancements, and consulting services. Also, s/he 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

Personal Computer, servers, and smart phone

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. S/he occasionally is required to carry, lift up to 10 pounds, pull, push, and/or stoop. S/he rarely 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.