

## **INFORMATION SERVICES MANAGER**

### **DEFINITION**

Under administrative direction, plans and manages information service operations of an assigned Division; oversees, plans, designs, implements and maintains a variety of systems and programs; oversees networking, databases, software applications, geographic information systems and/or telecommunications systems; coordinates assigned activities with other divisions, departments, and outside agencies; and provides highly responsible and complex administrative support to assigned management staff.

### **SUPERVISION RECEIVED/EXERCISED**

Receives supervision from the Department Director, Assistant Director, or designee. Exercises supervision over subordinate staff. Selects, trains, prepares performance evaluations, and recommends disciplinary actions for subordinate staff.

### **DISTINGUISHING CHARACTERISTICS**

Information Services Managers plan, organize, and direct the operations of an assigned Division. The incumbent directs information technology functions including long range planning, program development, quality control, office systems, computer operations, and enhancement of information systems and services. This is an unclassified position in which incumbents serve at the will of a Department Director.

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*May include, but are not limited to, the following:*

Plans, organizes and manages information service operations of an assigned division including systems development and enhancements, applications support, wide area network support, personal computer (hardware and software) support, internet/intranet communications and related support; oversees, plans, designs, implements and maintains a variety of systems and programs for the City.

Participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommends and administers policies and procedures.

Plans, manages, coordinates, and reviews the work plan for assigned staff; assigns work activities, projects, and programs; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems.

Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.

Prepares and administers the section budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments.

Coordinates and directs all activities involved in the implementation and completion of projects including planning and organizing diverse programs, activities and staff of a division.

Develops and maintains appropriate information services programs, services and technology; anticipates information service trends and their applicability to City operations and needs and recommends allocation of resources in meeting service demands.

Establishes objectives, programs, work-plans and standards to implement unit short and long-term goals as established by higher level management staff.

Directs the research and compilation of comprehensive reports and presents summary reports on division activities.

Resolves difficult and complex technology issues through effective utilization of information technology staff and use of vendor contracts.

Develops and administers security strategy, policies, and procedures for network availability, security and related services; ensures compliance with City standards.

Oversees a Division's customer oriented service delivery program; provides direction, leadership, information and recommendations to subordinate staff on diverse programs, projects and improvements to services/procedures.

Oversees evaluation and effectiveness of information technology systems and the feasibility and potential value of new systems, hardware and software program acquisition.

Confers with and advises staff on problems, programs, and operations; confers with representatives of other departments and outside agencies regarding coordination of functions.

Serves as the liaison for assigned division with other divisions, departments, and outside agencies; negotiates and resolves sensitive and controversial issues.

Provides responsible staff assistance to assigned management staff; conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to operation and maintenance programs, policies, and procedures as appropriate.

Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information systems technology.

Responds to and resolves difficult and sensitive citizen inquiries and complaints.

Performs related duties as required.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

#### **Knowledge of:**

Operational characteristics, services, and activities of assigned information technology programs.

Principles and practices of program development and administration.

Principles, methods and techniques of systems and procedures analysis, design, and maintenance.

Computer work stations, personal computers, networks, software, peripheral hardware, and communications systems.

The principals and methods used in Local Area Networks, Wide Area Network structures, systems applications, systems programming, data base analysis and design, and associated administrative functions.

Modern office methods, procedures and technological trends and their applicability to user requirements.

Concepts, principles, practices, and operational characteristics of emerging technologies in assigned areas of responsibility.

Advanced principles and practices of computer science, information systems and telecommunications.

Functions, capabilities and limitations of hardware and software.

Principles and procedures of record keeping.

Principles of business letter writing and basic report preparation.

Principles and practices of budget preparation and administration.

Principles of supervision, training and performance evaluation.

Pertinent federal, state, and local laws, codes, and regulations.

**Skills to:**

Operate an office computer and a variety of word processing and software applications.

**Ability to:**

Oversee and participate in the management of comprehensive information systems programs within assigned division.

Oversee, direct, and coordinate the work of lower level staff.

Select, supervise, train, and evaluate staff.

Participate in the development and administration of division goals, objectives, and procedures.

Prepare and administer program budgets.

Stay current with information processing technology and applications and analyze, evaluate, and prioritize organization wide information system needs.

Prepare complex technical reports and specifications for communications equipment and systems with major budgetary and operational impact.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Research, analyze, and evaluate new service delivery methods and techniques.

Interpret and apply Federal, State, and local policies, laws, and regulations.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

