

CITY OF TUALATIN

Classification Description

Job Title: Information Services Manager
Department: Operations
Reports To: Operations Director
FLSA Status: Exempt/At Will

SUMMARY: Plans, designs, organizes and performs activities necessary for the efficient, reliable operation of the City's information systems, networks and personal computer (PC) workstations. Coordinates/provides maintenance on existing hardware and operational software, and manages citywide computer technological growth to meet the needs of departmental users.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Designs, specifies, configures, installs, maintains and obtains local area network hardware, software, and telecommunications services such as personal computers, system software, software applications, printers, servers, routers, bridges, switches, modems, cabling, and Internet service providers and similar equipment essential to city-wide information systems.

Develops and implements policies and procedures related to network hardware and software acquisition, use, support, security, and backup.

Establishes and maintains network users, user environment, directories, and security.

Trains or directs users to training on software and equipment usage.

Responds to the needs and questions of network users concerning their access to resources on the network and the operation of various software programs.

Develops and communicates standards for use, operations, and security of network, personal computers, and data.

Communicates with other departments to report and resolve software, hardware, and operations problems.

Consults with department managers to develop system solutions consistent with organizational objectives.

Researches and evaluates new technologies.

Negotiates contracts with and coordinates activities of hardware, software, telecommunications, support, and training vendors.

Installs and tests software upgrades.

Develops and implements disaster recovery procedures.

Collects and analyzes network and memory utilization.

Drives to city facilities, vendors, training programs, and local and regional meetings as necessary.

COMPETENCY: To perform the job successfully, an individual should demonstrate the following competencies

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data.

Interpersonal Skills - Maintains confidentiality; Keeps emotions under control.

Oral Communication - Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Presents numerical data effectively; Able to read and interpret written information.

Ethics - Treats people with respect; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Inspires respect and trust; Recognizes and deals with political issues and topics.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Innovation - Displays original thinking and creativity; Develops innovative approaches and ideas.

Teamwork - Able to build morale and group commitments to goals and objectives.

Change Management - Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change.

Diversity - Demonstrates knowledge of EEO policy; Educates others on the value of diversity; Promotes a harassment-free environment.

Organizational Support - Completes administrative tasks correctly and on time; Supports organization's goals and values; Supports affirmative action and respects diversity.

Planning/Organizing - Sets goals and objectives.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions ; Uses equipment and materials properly.

SUPERVISORY RESPONSIBILITIES: Provides direct supervision to the Information Technology Technician. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Occasionally supervises contractors and/or interns.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: Bachelor's degree in Computer Science or Information Technology. Five years progressively responsible experience in the area of information systems, specifically in the system currently being utilized in the City as well as computer applications, programming, and system operations management, or an equivalent combination of education and experience.

KNOWLEDGE, SKILL AND ABILITY: Thorough specialization in computer sciences to include applications, systems, system programming, computer operations, data recover and security, networks and PC-based hardware and software. Working knowledge of management and administrative practices, computer equipment operating characteristics, and principles of fund accounting. Ability to effectively plan, develop and implement complex and multi-faceted technical systems, programs and projects. Ability to perform system development projects, to analyze information needs of users in unfamiliar specialties, to de-bug and modify programs. Ability to communicate highly technical concepts to all levels of employees, and to clearly write in a technical format. Ability to install and operate computer equipment and software.

CERTIFICATES, LICENSES, REGISTRATIONS: Possession of, or ability to secure possession of, a valid Oregon driver's license.

PHYSICAL DEMANDS & WORK ENVIRONMENT: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to walk and sit. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

Work is performed mostly in office settings with extensive computer workstation inflexibility. Office environment is fast paced and characterized by frequent deadlines/interruptions and moderate noise level.