



City of Grants

POSITION DESCRIPTION

POSITION TITLE: Information Technology Manager

DEPARTMENT: I.T.

Pay Range: \$55,000 - \$65,000

REPORTS TO: City Manager

POSITION SUMMARY: Under the direction of the City Manager, the Information Technology (I.T.) Manager is responsible for: planning, coordinating and managing all Information Technology (IT) Functions for the City; maintaining the City's network infrastructure; installing and upgrading computer hardware, security, software and components; managing electronic records management systems; providing expert technical support and training for users; troubleshooting problems and providing solutions.

PRINCIPLE DUTIES, RESPONSIBILITIES, & REQUIREMENTS:

The Information Technology (I.T.) Manager must be able to perform, but not limited to, the following essential job duties, with or without, reasonable accommodations:

- Assists in the day-to-day operations of the City's technology needs.
- Manages the deployment, upgrade and support of all IT systems including telecommunications, Wi-Fi networks, servers, PC's, email, operating systems, operational performance and security;
- Maintains technology hardware and software; resolves problems as needed.
- Evaluates and analyzes network issues; recommends and implements solutions; performs network troubleshooting to diagnose and resolve system problems.
- Monitors network environment, access, security, functionality and utilizations; resolves traffic, security and access issues.
- Installs and configures network hardware, software and components; updates security and technical documentation; tracks and monitors registrations and licenses.
- Responds to service requests; interviews user to collect information about technology problems and technical issues; leads user through diagnostics procedures; defines problems and implements technical solutions to resolve user programs; follows up to ensure functionality.
- Reports all issues and concerns to the appropriate Supervisors in a timely and effective manner.
- Provides technical support, training, and assistance to users; deploys solutions in accordance with departmental standards.
- Creates local user accounts and system access for e-mails and file shares.
- Develops departmental policies, operating standards, and general work rules.
- Effectively communicates policy and procedural changes to staff.
- Manages technology integration projects as assigned; evaluates needs and researches new communication equipment, hardware and software; assures projects meet City standards.
- Maintains work log of service requests, equipment malfunctions, software errors and failures; reports technical problems when necessary.
- Provides emergency response to reduce down time, correct errors, monitor vendor activity, off-hours scheduled maintenance, and system failures, or on as-needed basis.
- Develops and manages asset management/inventory of IT hardware, software, and equipment.
- Assists in the development of all IT policies and procedures and standard operating procedures; updates as required.

PRINCIPLE DUTIES, RESPONSIBILITIES, & REQUIREMENTS - CONTINUED:

- Assists in the research and procurement of IT related supplies and services; ensures compliance with procurement policies.
- Prepares quarterly reports as required (work orders, projects status, etc.)
- Analyzes, reports on, and makes recommendations for the improvements and growth of the IT infrastructure and IT systems.
- Works with software vendors to ensure that the City's infrastructure is compatible and able to support software, that appropriate versions of software have been provided and appropriate updates have been delivered, and that performance delivery of software is consistent and/or improved.
- Prepares reports and maintains records including: requisitioning materials and supplies needed; assisting/developing equipment and material specifications; recording and completing service requests and necessary work orders; compiling reports and ensuring proper payment to contractors and vendors.
- Monitors operating budget expenditures, initiates the requisitioning and procurement of supplies and equipment and approves vendor payment requests, ensuring to stay within budgetary guidelines.
- Develops and manages disaster recovery plans and procedures.
- Manages the IT department budget for the City departments, inputs requisitions, invoices and follows procurement procedures.
- Manages and administers contracts or agreements with outside agencies.
- Monitors and ensures contracts with vendors and organizations are being followed correctly.
- Attends meetings and trainings as needed to maintain job knowledge and as required by the job.
- Manages certain City programs, to include Tyler In-Code Administrator, Verizon Fleet management, Seamless Docs, and EnGuard City email.
- Monitors the performance of the system; tracks possible problem areas affecting response time; prepares recommendations for correction of problems and improvement and performance.
- Assists in developing the method of performance evaluation for City IT systems; performs evaluations and analyzes results for correction, as necessary.
- Ensures that the operational, environmental, and application software are kept up with current release levels.
- Analyzes, configures, plans, installs, maintains, and troubleshoots personal computers, cabling, and peripherals in all City departments.
- Completes personal timesheet accurately and timely; clocks in and out through time-clock system daily/weekly and ensures time is reported on actual time worked. Reviews and signs leave request's and time sheets for Golf Course personnel.
- Provides a positive example regarding work ethic, attitude, professional ethics, knowledge of policies/procedures, interpersonal interactions and mutual respect.
- Works effectively and relates well with others including supervisors, colleagues, and individuals inside and outside the organization.
- Enforces and maintains the City of Grants Policies and Procedures and promotes positive relationships with City staff, vendors, contractors, and the general public.
- Ensures that any on-the-job injury is reported immediately to Supervisor & Human Resources; ensures compliance with all City of Grants Policies and Procedures. Ensures any reports of harassment are immediately reported so appropriate actions may be taken. Reports any suspected fraud and/or abuse to the Director or City Manager.
- Performs other professional, administrative and public duties as appropriate, feasible and assigned.

The duties, responsibilities, and requirements listed in the above sections are normal for this position but dependent upon the level of skill, ability, and experience of the individual. They are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned. As a condition of employment, employees are required to perform other duties and special projects as assigned.

MINIMUM QUALIFICATIONS & OFFICIAL REQUIREMENTS:

- High School Diploma, GED, or equivalent.
- Associates Degree or Certificate in Computer Science or Information Systems/Technology from an accredited college or university.

Any combination of education from a college or university in a related field and/or direct experience in the occupation totaling five (5) years may substitute for the required education and experience.

- Five (5) years of experience in modern technology support services including servers, desktop, and operating systems.
- Must possess, or be able to acquire a valid New Mexico Driver's License, and have and maintain a good driving record.
- Must have oral and written communication skills in the English Language.
- Must pass a pre-employment drug test and extensive background check.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Extensive knowledge of industry standard IT management frameworks, such as ITIL, and experience with implementing such frameworks within an IT department.
- Extensive technical knowledge of current network technologies, standards, protocols and hardware.
- Knowledge of standard and accepted equipment used for municipal IT functions.
- Knowledge of strategic planning principles.
- Knowledge of processing improvement principles and practices.
- Knowledge of disaster and business recovery practices.
- Knowledge of government operations and processes.
- Knowledge of safety standards, practices, and procedures applicable to area of assignment.
- Knowledge of standard and accepted principles and practices of positive customer service.
- Knowledge of pertinent and applicable state and city regulations, laws, codes, and ordinances.
- Knowledge of modern office procedures, systems and equipment, including pertinent software application and use of a computer and other digital equipment.
- Working knowledge of Microsoft Office suites, and other related PC programs and applications, including email and the internet.
- Working knowledge of computer data entry.
- Knowledge of proper sequence of activities required to perform the job.
- Knowledge of City's political environment and sensitivities with thorough understanding and ability to function effectively within that environment.
- Skilled in responding quickly and effectively in difficult situations.
- Skilled in handling customer service issues, and processing excellent customer service skills.
- Skilled in designing secure networks, systems, and applications architecture.
- Skilled in evaluating quality and reviewing final work products.
- Skilled in analyzing security processes.
- Skilled in assessing cost efficiency and effectiveness of municipal operations.
- Skilled in tracking service calls and installations.
- Skilled in managing projects, identifying and solving problems.
- Skilled in documenting service outages and resolutions.
- Skilled in working independently or part of a team in delivering excellent customer service.
- Skilled in reading and interpreting, applying, authoring and explaining rules, regulations, policies, and procedures.
- Skilled in preparing clear and concise reports

KNOWLEDGE, SKILLS, AND ABILITIES - CONTINUED:

- Skilled in gathering and analyzing information and making recommendations based on findings and in support of organizational goals.
- Skilled in operating a computer and related software applications.
- Skilled in communicating effectively with a variety of individuals.
- Skilled in effective and appropriate communication methods, both written and verbal.
- Skilled in problem solving, and coordination of workloads and schedules.
- Ability to move hands easily and skillfully to handle/operate tools and/or machines to perform required tasks.
- Ability to read and interpret documents such as safety rules and city policy and procedures.
- Ability to understand City policy and procedure in relation to the job position, safety, and health.
- Ability to work independently in the absence of supervision.
- Ability to perform work that is routine and detailed.
- Ability to follow verbal instructions that require individual thought to complete the tasks or a series of tasks.
- Ability to establish and maintain effective working relationships.
- Ability to perform a variety of different types of tasks without the variety itself causing a loss of efficiency.
- Ability to stay organized and maintain strong attention to detail.
- Ability to work in a team environment and communicate effectively.
- Ability to maintain flexible schedule, including weekends, evenings, potential holidays, and outside of regular business hours, or extended hours.
- Ability to prepare reports and correspondence; as well as submission of documentation in a timely manner.
- Ability to assist in the development and monitoring of assigned budgets.
- Ability to respond to requests and inquiries from the general public.
- Ability to compile and maintain complex and extensive records.
- Ability to develop and recommend policies and procedures related to assigned operations.
- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Ability to maintain regular and punctual attendance.
- Ability to communicate with users to define system requirements and resolve problems.
- Ability to analyze technical problems and develop workable solutions.
- Ability to effectively oversee multiple projects simultaneously while managing project costs, resources, and schedules.
- Ability to identify, understand, and carry out City and departmental goals and objectives.
- Ability to establish and maintain effective working relationships with those contacted in the performance of required duties.
- Ability to effectively communicate the City of Grants Policies and Procedures to City staff, public and private groups, and the general public.
- Ability to effectively communicate, able to listen for understanding and share information clearly and persuasively.
- Ability to work cooperatively and tactfully with diverse groups, including City employees, other agencies, and members of the public.
- Ability to make decisions in a big picture context, exercise critical thinking and judgement, and apply the values and priorities of the City of Grants Golf Course, and to recognize and respond to issues of a sensitive and political nature.
- Ability to multi-task and able to move forward on and track multiple priorities, prioritize workload; take initiative and work independently, using good judgement about when to check-in to provide updates or seek additional direction; and meet deadlines.
- Ability to keep confidential matters confidential.

GENERAL CONDITIONS:

Residency: Employee must reside within reasonable commuting distance of the worksite.

Code of Conduct: Employee is accountable for being informed of and complying with the City's Code of Conduct.

Attitude: Employee is expected to exhibit a positive, constructive and cooperative attitude in the workplace and with the general public.

Initiative: Employee must exhibit high levels of personal initiative; mature self-direction, responsibility, and leadership are expected of the employee in this position.

Travel: Job performance is subject to moderate in-City vehicular travel and occasional external travel.

Limitations: Employee is responsible for informing the employer of any physical, mental or other factors which may substantially affect or limit ability to meet the demands of the position.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

PHYSICAL DEMANDS: The physical demands described here are a 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 essential duties and marginal functions of this job, the employee is frequently required to sit, walk, talk, hear, use hand and finger dexterity to handle, feel, or operate objects, small tools, or controls, and reach with hands and arms. The employee is occasionally required to lift, move, carry, push and/or pull objects of up to 75 pounds, which includes carrying, pushing, and pulling of supplies and equipment and the ability to push and pull when retrieving, storing, and moving pertinent equipment. This position requires the ability of movement and flexibility for balancing, bending, stooping, kneeling, crouching, crawling, climbing, standing, walking, and sitting. Also including the ability to twist at the neck and waist, reach above and below shoulder level. Sensory abilities include use of audio, and vocal cues; use of close and distant vision, color distinguishing vision, peripheral vision, depth perceptions, and ability to adjust focus; must utilize auditory, and sensory abilities constantly.

WORK ENVIRONMENT: Work is performed in both indoor and outdoor environments; work primarily occurs in an office setting, but may require travel on the grounds of the facility, and/or off site, dependent on technology infrastructure needs.

Exposure to all weather conditions and under sometimes extreme weather conditions; with exposure to a variety of safety hazards, including electrical shock, may occur when work falls outside of office setting. Exposure to wide temperature variations, including: dust, dirt, heat, cold, humidity, rain, snow, sleet, etc. during such outside situations. Exposure to heights, fumes, airborne particles, odors, chemical and cleaning compounds, vibrations, and loud noise, constant noise; work on uneven surfaces.

The noise level in the work environment may be usually quiet but may reach moderate levels.

EXAMPLES OF WORK EQUIPMENT: Noise and vibration of small electrical/mechanical equipment may be frequent. Small equipment, tools, and appliances may be necessary during repair and maintenance of technological hardware; incumbent is expected to follow all safety procedures and minimize risk of hazards during operation of technology equipment. Extensive usage of computers and programs will be necessary. Incumbent will need to become familiar with the maintenance, usage, and proper care of standard technology equipment and infrastructure.

The employee will have frequent contact with other employees in the assigned department, and often be required to interact with employees outside of the department, as well as the general public, and must remain calm and professional in tense, emotionally charged, and stressful situations. The employee is constantly required to change tasks frequently and to perform tedious exacting work. The employee may face difficult and stressful situations, and may be required to work under time pressures to meet deadlines, to perform multiple tasks simultaneously, and to work closely with others as part of a team.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT. Nothing in this job description restricts ability to assign, reassign, or eliminate duties and responsibilities of this job at any time. It does not prescribe or restrict the tasks that may be assigned. This job description describes the City's current assignment of essential functions. Those functions may change at any time as the needs of the City change or for other reasons deemed appropriate by the City.

CITY MANAGER'S SIGNATURE:

the following signature indicates that the City Manager has approved this position description as of the date of signature.

City Manager

Date

EMPLOYEE'S SIGNATURE:

the following signature indicates that the employee has read and understood the terms of this position description as of the date of signature.

Employee

Date