



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, Information Technology Manager is responsible for planning, coordinating and managing all Information Technology Functions for the City; maintains the City's network infrastructure; installs and upgrades computer hardware, security, software and components; manages electronic records management systems; provides expert technical support and training for users; troubleshoots problems and provides solutions.

EXAMPLE OF DUTIES AND RESPONSIBILITIES/REQUIREMENTS:

Essential duties and functions may include the following. Must possess required knowledge skills, abilities and experience and to be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed. Other related duties may be assigned.

- Assist 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; 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 request; 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.
- 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.
- 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 request, equipment malfunctions, software errors and failures; reports technical problems when necessary.
- Develops and manages asset management/inventory of IT hardware, software and equipment.
- Assist in the development of all IT policies and procedures and standard operating procedures; updates as required.
- Assist 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 City's infrastructure is compatible and able to support software, appropriate version of software has been provided and appropriate updates have been delivered, and that performance delivery of software is consistent and/or improved.
- Develop and manage disaster recovery plans and procedures.
- Provide emergency response to reduce down time, correct errors, monitor vendor activity, off-hours scheduled maintenance, and system failures, or on as-needed basis.
- Manages the IT department budget for the City departments, inputs requisitions, invoices and follows procurement procedures.

EXAMPLE OF DUTIES AND RESPONSIBILITIES/REQUIREMENTS CONTINUED:

- Manages certain City programs to include Tyler In-Code Administrator, Verizon Fleet management, Seamless Docs, and Enguard City email.
- Performs other professional, administrative and public duties as appropriate, feasible and assigned.
- Monitor the performance of the system; track possible problem areas affecting response time; prepare recommendations for correction of problems and improvement and performance.
- Assist in developing the performance of the system; track possible problem areas affecting response time; prepare recommendations for correction of problems and improvement in performance.
- Ensure that the operational, environmental, and application software are kept up with current release levels.
- Analyze, configure, plan, install, maintain, and troubleshoot personal computers, cabling, and peripherals.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS & OFFICIAL REQUIREMENTS:

- High School diploma, GED or equivalent; Associate degree or Certificate in Computer Science or information systems 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 New Mexico driver's license and have and maintain a good driving record; must be able to read and write 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 strategic planning principles.
- Knowledge of process improvement principles and practices.
- Knowledge of disaster and business recovery practices.
- Knowledge of government operations and processes.
- 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 call 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
- 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.
- 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.

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 and 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 AND WORK ENVIRONMENT: The physical demands and work environment characteristics 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 duties of this job, the employee is frequently required to sit, talk, hear; use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk, stoop, kneel, and crouch.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles and risk of electrical shock.

The noise level in the work environment is usually quiet.

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