

# CITY OF GLADSTONE POSITION DESCRIPTION

**Class Title:** IT Manager  
**Department:** Administration

**Range:** 48-NR  
**FLSA Status:** Exempt  
**Date:** April 2020

## GENERAL STATEMENT

Plans, organizes, supervises and performs all activities connected with the operations of a City-wide Information Management System. Designs and implements computer systems to meet the information processing and communications needs of the City. Provides and maintains network connectivity to all City facilities.

As a member of the City management team this position advises the City Administrator on issues regarding information technology needs and capabilities and has direct input into City policies and procedures regarding IT. This position has budget responsibility for Information Technology and is responsible for overseeing all operations of, and contractors working in, IT.

## SUPERVISION RECEIVED

Receives administrative direction and supervision from the City Administrator.

## SUPERVISION EXERCISED

No employee supervision. Will provide guidance and direction to all employees on their use of information technology. Provides oversight of independent contractors working on City IT hardware and software.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Designs, procures and oversees implementation and management of City-wide computer and data systems, which includes Court, Fire and Police. Performs and/or oversees administration and system enhancements and upgrades.

Designs, procures and oversees implementation and management of a City-wide network system. Performs and/or oversees administration and system enhancements and upgrades.

Designs and manages the City's website. Performs and/or oversees administration and system enhancements and upgrades.

Designs, procure, and oversees implementation and management of a City-wide telephone system. Performs and/or oversees administration and system enhancements and upgrades.

Ensures authorized access by investigating improper access; revoking access; reporting violations; monitoring information requests by new programming; recommending improvements.

Establishes computer and terminal physical security by developing standards, policies, and procedures; coordinating with facilities security; recommending improvements.

Safeguards computer files by performing regular backups; developing procedures for source code management and disaster preparedness; recommending improvements.

Develops and implements safeguards to ensure integrity and security of City networks, data, programs and equipment; troubleshoots and diagnoses system problems.

Procures and oversees installation and maintenance of all computer hardware and software systems in the City.

Establishes monitoring, maintenance and repair programs for computer and network equipment, financial services hardware, automated office equipment as well as the City's security system including cameras and alarm system.

Provides leadership through planning, organizing, directing and oversight of all IT activities to achieve goals within available resources related to the technology needs of the city.

Meets with user departments to determine and analyze information technology requirements and specifications; identifies appropriate compatibility with City needs. Provides instruction, answer questions and respond to problems of user departments.

Responsible for technological (equipment and applications) purchasing needs of the City.

Prepares and presents to the City Administrator the IT budget based on staffing and resource requirements and program objectives and goals. Monitors the budget to assure compliance with approved budget levels and standards.

Maintains proficiency by attending training conferences and meetings, reading materials, and meeting with others in areas of responsibility.

Must have the ability to drive and the flexibility to work emergency shifts, normal shifts that may be extended, weekends, holidays, and overtime as assigned; must be available for "on-call" status; dependable and predictable employment is required.

Possess a commitment to comply with confidentiality requirements and agency policies.

Follows all safety rules and procedures established for work areas; maintains work areas in a clean and orderly manner.

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

## **QUALIFICATIONS**

### **Education and Experience:**

Education equivalent to a four (4) year college degree in Information Technology, Computer Science or a related field.

Eight (8) years of experience in information systems management, preferably in a local government environment.

Any equivalent combination of education and experience which provides the applicant with the knowledge skills, and abilities required to perform the essential functions of the job may be considered.

### **Special Requirements:**

Possession of, or ability to obtain by date of hire, a valid state driver's license with an acceptable driving record.

Must successfully pass a criminal history background check and be able to pass the City's security clearance standards for unescorted access to certain City facilities.

Must be available to work emergency shifts, and normal shifts that may be extended, work weekends, and holidays as needed; must be available for "on-call" status; dependable and predictable employment is required.

Possess a commitment to comply with confidentiality requirements and agency policies.

### **Knowledge, Skills & Abilities:**

- Advanced knowledge of computer science and information security fields.
- Advanced knowledge of network systems administration and design; information systems management; information security; systems analysis and design.
- Knowledge of and experience working in system environment similar to that used within City.
- Knowledge of fiscal management, including budget preparation, expenditure control and record keeping.
- Excellent communication and coordination skills.
- Skill to effectively interact with all employees.
- Ability to develop and monitor the IT budget.
- Ability to develop goals and long range planning for City-wide IT needs.
- Ability to manage multiple projects often within tight timeframes.
- Ability to prepare and analyze comprehensive and technical reports.
- Ability to drive to other sites and meetings.
- Ability to coordinate equipment repair.
- Ability to maintain accurate records.

- Ability to read and write in English and comprehend complex technical language.
- Ability to effectively present information in one-to-one small group situations.
- Ability to perform basic mathematical calculations with a high degree of accuracy.
- Ability to apply common sense to carry out detailed written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Ability to work collaboratively, establish and maintain positive and cooperative working relationships with City staff, other organizations, vendors and the general public; cultivate a team climate.

### **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. Reasonable accommodation will be made to meet the needs of qualified individuals with limitations who can perform the essential functions of the job.

While performing the duties of this job, the employee is frequently required to walk and may be required to stand. The employee will occasionally bend or twist at the neck and trunk while performing the duties of this job.

The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch or crawl. The employee occasionally uses hand strength to grasp tools. The employee may be required to sit at a desk and use a computer for extended periods of time. Drive a City vehicle.

The employee must be able to lift and/or move up to 25 pounds.

### **TOOLS AND EQUIPMENT USED**

Personal computer in a Microsoft AD environment, including word processing, database, spreadsheet, email, computer scheduler; Internet, Intranet, a network-connected copier/fax/scanner; various communication devices and a City vehicle.

### **WORK ENVIRONMENT**

Work is performed primarily indoors in office settings, with a noise level that is usually quiet. Employee will be exposed to climate controlled areas and typical computer equipment sounds.

*This position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

Created 2019. Revision History: 2022