



JOB DESCRIPTION

TITLE: INFORMATION TECHNOLOGY (IT) MANAGER
STATUS: FLSA Exempt
GRADE: Grade 21

JOB SUMMARY:

The incumbent in this position is responsible for managing the information technology operations for the organization by establishing strategic direction, conducting and implementing effective planning for current and future computer automation and technological needs, supervising and developing staff, overseeing work conducted by technical consultants, and providing technical consulting services related to information technology and systems.

REPORTING RELATIONSHIPS:

This position reports to the Administrative Services Manager. This position supervises three positions: Geographic Information Systems (GIS) Coordinator, Application Support Specialist, and Help Desk Technician.

ESSENTIAL DUTIES include the following.

- Manages the organization's information technology infrastructure by communicating and consulting with Management Team, coordinating priorities, evaluating and purchasing equipment, preparing and administering budgets, maintaining inventory of hardware/software and software licenses.
- Supervises and effectively mentors the IT work group;
- Manages local and wide area network including planning and implementation of new servers and applications, upgrades, management of servers and networking equipment, management of security, management of user accounts, and network backups.
- Performs systems analysis for new and upgraded systems, including documenting systems, procedures and applications, and designing new systems.
- Analyzes IT work group needs and establishes priorities, goals, and budget to support the delivery of high quality technical support services.
- Reviews, evaluates, and implements changes in order to increase efficiencies, workflow, and system reliability.
- Coordinates the development of IT policies and procedures for use of network facilities and systems. Ensures effective implementation of said policies.
- Analyzes server and network activity and maintains performance monitoring systems through the coordination of intrusion detection, virus scanning applications, and firewall appliances.

- Oversees the operation and maintenance of the voice and data network system, including troubleshooting and taking corrective action when required. Coordinates updates and changes to the system as required. Obtains and maintains annual support and maintenance contracts.
- Manages single as well as cross-department project teams through systems analysis, providing technical assistance and working with vendors through installation and implementation.
- Supervises and develops staff's skills in effective forms of communication in order to provide courteous and professional support to system users.
- Oversees and maintains wireless network. Monitors system to ensure system security.
- Responds to users' questions and resolves hardware and software problems as a back-up option to other IT staff members.
- Ensures the organization's entire information system is backed up regularly to minimize the possibility of lost data in the event of system failure.
- Required to remain proficient in current computer technology.
- Leads the development and maintenance of the District website and intranet.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Mainframe systems, personal computers, computer hardware, and peripherals;
- Office automation practices and software applications;
- Windows Server Operating Systems, Active Directory, and Microsoft SQL Server;
- Principles and practices of technology management, system development, and system integration;
- Principles and practices of network administration, access and security guidelines, and troubleshooting techniques;
- Data processing procedures and techniques;
- Managing local and wide area networks;
- Telecommunications systems and related programs;
- Systems analysis; design and development of database applications;
- Project management;
- Computer security;
- Strategic and long-range planning, purchasing and inventory; and
- Intranet and website management.

Skill in:

- Effective supervision and mentoring of staff;
- Using computers and related software;
- Analyzing technical issues, evaluating alternatives, and making logical recommendations based upon findings;

- Identifying current and potential IT problems, and developing technical corrections and strategies to maximize the effectiveness of the systems;
- Program planning, budgeting and implementation;
- Installing and maintaining a wide variety of systems and network servers as well as other related hardware;
- Intranet and website development;
- Verbally conveying technical IT analysis into non-technical terms for easier comprehension by others;
- Problem solving and analysis;
- Troubleshooting computer system software and hardware problems;
- Making oral presentations; writing reports and documentation;
- System design and database development;
- Establishing and maintaining effective interpersonal relationships with all organizational levels, District customers and the public; and
- Communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Experience/Education: Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be five or more years of computer network experience, including three or more years of supervising staff within an information technology department or work group and a bachelor's degree in Computer Science, Information Technology, Information Systems, or a related field.

WORKING CONDITIONS:

Duties are primarily performed in an office setting with travel to work sites throughout the District.

PHYSICAL REQUIREMENTS:

This position typically requires climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, finger dexterity, grasping, feeling, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District.

CLASSIFICATION HISTORY:

Job Description Approved by Board: December 16, 2013
GRADE INCREASE: January 2017