

CITY OF GLENDALE

TITLE:	Info Technology Manager	CLASS CODE:	283
REPORTS TO:	Chief Info Technology Officer	GRADE:	34
DEPARTMENT:	Information Technology	FLSA:	E

JOB DESCRIPTION DATE: November 11, 2008 cm

JOB SUMMARY

Manages staff and/or projects within assigned technical areas which may include, but are not limited to systems, applications, customer support, networks and telephones. Incumbents are responsible for administrative functions, budget management, project management, enforcing security policies and business process management.

ESSENTIAL FUNCTIONS

NOTE: Specific functions, required knowledge, skills & abilities may vary depending on assignment.

1. Plans, leads, organizes, and manages the work of respective staff.
2. Performs or contributes to performance appraisals as required or appropriate.
3. Develops and manages objectives for staff that are specific, measurable, achievable, realistic and time based.
4. Develops and/or monitors schedules for assigned projects.
5. Ensures projects are prioritized based on business needs and delivered on-time and within budget.
6. Promotes open and timely communication within and among department colleagues.
7. Ensures that standards for procurement, business processes and operations are followed.
8. Ensures proper security measures have been evaluated and implemented as indicated by department policy, best practice or appropriate governing body.
9. Ensures utilization of designated service tracking and change request software for service requests, change requests, and compliance with service level standards.
10. Works directly with departments to understand and document project business requirements.
11. Performs analysis and tasks as necessary in support of department objectives.
12. Resolves problems utilizing appropriate analysis techniques.
13. Develops necessary documentation (procedures, instructions, and presentations) to support operations as necessary.
14. Provides support during non-standard business hours as necessary or required.
15. Provides guidance, technical assistance and mentoring to staff as appropriate.
16. Identifies improvement opportunities. Examples include but not limited to tools, processes, procedures, installation, configuration and troubleshooting techniques.
17. Provides advice to City staff as necessary.
18. Maintains a high level of current knowledge regarding systems, technology, and communications.

SECONDARY FUNCTIONS

19. Performs other duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

- Business process analysis
- Project management
- Budget management
- Software analysis, design, development and implementation techniques
- Concepts of current technology to include servers, software, networking, telephones
- Current industry trends and best practices
- Technology as applied to business operations

Ability to:

- Visualize the big picture, think outside the box, and leverage resources to get results
- Work in a self directed manner
- Ascertain if a project adds value (reduces time, cost or effort) before assigning resources
- Prioritize work processes and projects
- Analyze and document business processes
- Manage a software project from conception to implementation, on time, within budget
- Conduct research; analyze findings; prepare and present recommendations to management
- Effectively supervise, train, and develop employees
- Communicate clearly both verbally and in writing
- Establish and maintain effective working relationships with city staff
- Continually learn and demonstrate new skills via hands on training, classroom training and self-study

WORKING CONDITIONS

Office setting. The risks of exposure to electrical hazards can be substantially controlled by following safe handling practices when installing and upgrading equipment.

MINIMUM QUALIFICATIONS

Bachelor's Degree in Computer Science, Information Management Systems, Project Management or related field and five years of work experience in computer systems analysis, design and programming including two years of supervisory experience.

Any equivalent combination of training and experience that provides the required knowledge, skills, and ability, may qualify.

SPECIAL REQUIREMENTS

- Valid Arizona driver's license
- Industry standard certification(s) as appropriate