CITY OF LA VISTA
MAYOR AND CITY COUNCIL REPORT
NOVEMBER 17, 2020 AGENDA

Subject:	Type:	Submitted By:
POSITION DESCRIPTION – IT MANAGER	RESOLUTION ORDINANCE ◆ RECEIVE/FILE	RANDY TRAIL HUMAN RESOURCES DIRECTOR

SYNOPSIS

A position description for an IT Manager is presented for review.

FISCAL IMPACT

The FY21/22 Biennial Budget provides funding for this position.

RECOMMENDATION

Approval.

BACKGROUND

Information technology plays an increasingly important role in the success of the City. Users, hardware, diverse software packages, new applications, networking, City computer servers, and IT security, are all critical to our operation.

Because of the importance of the role of information technology to the City, funding was included in the FY21/22 Biennial Budget for a dedicated manager to best leverage the benefit of computer technology.

Some of the main functions of the IT Manager will include:

1. Provide direction, oversite of the City's IT contractor;
2. Provide technical assistance to City employees for the most effective application of IT technology;
3. Investigate, research, and make recommendations on emerging technology trends, innovations and solutions that align with organizational goals, strategies and practice;
4. Investigate, research, and make recommendations on emerging technology trends, innovations and solutions that align with organizational goals, strategies and practices;
5. Provide technical assistance for departments, users, and staff;
6. Assist in the development and implementation of the City's Information Technology Plan, including goals, priorities, and policies relating to citywide information and communications management.

A complete job description for this position has been included for review.

POSITION DESCRIPTION
CITY OF LA VISTA

Position Title: Information Technology Manager
Position Reports To: Director of Administrative Services
Position Supervises:

Description

The Information Technology Manager administers the planning, budgeting, implementation, coordination, maintenance and security of citywide information technology operations; provides organization-wide leadership and advice on technology issues and decisions; and coordinates and implements information technology efforts with the City's IT contractor, department heads and staff.

Essential Functions (with or without reasonable accommodation)

1. Provide direction, oversight, and leadership to the City's IT contractor and work closely with them on all relevant aspects of the City's information technology operations including but not limited to domain management, email, firewall security and antivirus systems.
2. Manage internal network operations, including hardware, software, cabling, and other infrastructure.
3. Provide technical assistance for departments, users, and staff.
4. Lead the City's IT Committee.
5. Manage systems that are outside the scope of services of the City's IT Contractor including surveillance and recording systems.
6. Manage the technology associated with the City's parking facilities in conjunction with the Parking Management Contractor.
7. Prepare and manage the City's IT budget.
8. Assists in the development and implementation of the City's Information Technology Plan, including goals, priorities, and policies relating to citywide information and communications management.
9. Investigate, research, and make recommendations on emerging technology trends, innovations and solutions that align with organizational goals, strategies and practices.
10. Assists in the ongoing development and implementation of the City's disaster recovery/business continuity plan.
11. Participate in the City's strategic planning process providing input and recommendations regarding strategies for technology development and improvement initiatives.
12. Maintain a hardware and software inventory along with an obsolescence plan for the replacement and upgrade of systems.
13. Provide input and recommendations during all City facility planning efforts.
14. Participate in training opportunities and conferences to stay abreast of technological advances necessary to continually improve operations.
15. Assist in the development of short and long-range goals including performance measures to advance the City's mission, goals and objectives.
16. Perform other duties as necessary and assigned.

Essential Physical and Environmental Demands

The physical demands listed below are representative of those that must be met by an employee to successfully perform the essential functions of the job.

1. Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
2. While performing the duties of this job, the employee will frequently stand, sit and walk; and occasionally climb, balance, stoop, kneel, crouch, or crawl.

3. Hearing abilities correctable to levels adequate to perform the essential functions including hearing to communicate.
4. The employee must occasionally lift and/or move up to 50 pounds.
5. Specific vision abilities required by this job with or without correction include close, distance, color, and peripheral vision, as well as the abilities to perceive depth and adjust focus.
6. Use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms.

Education, Training, License, Certification and Experience

1. Bachelor's Degree in Computer Science, Information Technology or closely related field.
2. Four years of experience serving in a professional computer, network or systems administration role.
3. Technical and project management certifications such as Microsoft 365, Apple IOS, project management and system security are preferred but not required.
4. Valid Driver's license and transportation.

Note: Any equivalent combination of education, training, and experience which provides the knowledge, skills and abilities and other competencies necessary for success in the position may be considered.

Knowledge, Skills and Abilities

1. Knowledge and experience with software and operating systems including: Windows, IOS, , Microsoft Office products, Adobe products, Laser Fiche, etc.
2. Knowledge of networking equipment such as, firewalls, network switches, VPNs, etc.
3. Knowledge of the principles and practices of administrative management, including budgeting, procurement, contract management and employee supervision.
4. Knowledge of and ability to implement the principles, practices, and techniques of project management.
5. Ability to effectively communicate, both orally and in writing. This includes addressing complex issues with a technical staff, and conversely effectively conveying information about those same issues to lay staff members.
6. Demonstrate analytical, problem-solving and conceptual skills.
7. Knowledge of the core business function of all City departments and any interdepartmental relationships that exist for shared technology.
8. Knowledge of computer security risks and vulnerabilities.
9. Ability to use initiative and independent judgment within established procedural guidelines.
10. Knowledge of and ability to operate computers and other technology (standard or customized) appropriate to the assigned tasks.
11. Knowledge and experience with telephone and voice over IP systems.
12. Ability to assess and prioritize multiple tasks, projects and demands in a team environment.
13. Ability to maintain confidentiality.
14. Ability to work a varying schedule, including nights and weekends.
15. Ability to build professional relationships with city officials, fellow employees, members of the public and patrons.
16. Ability to maintain regular and dependable attendance on the job.
17. Ability to complete technical training required for the implementation of new technologies.

Contribution this Position Makes to the City

This position plays a critical role in the effective use of technology by City personnel to provide superior services to the residents of La Vista. Because IT systems are integrated into every area of the City, this position has wide-ranging impact on every department.

Disclaimer

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

Note: Drug and background screens will follow all conditional offers of employment.

I have read and understand the requirements of this position description.

_____   _____
(Signature)   (Date)