



DIRECTOR OF INFORMATION TECHNOLOGY AND INNOVATION			
DEPARTMENT:	CITY MANAGER	CLASSIFICATION:	EXEMPT/AT-WILL EXECUTIVE MANAGEMENT
CREATED/ UPDATED:	MARCH 2020	PAY GRADE:	CONTRACT - 65

JOB SUMMARY

Under general supervision of the City Manager or designee, plans, organizes, and directs the programs and functions of Citywide information systems and services, conducts analysis, researches methods, policies, procedures to improve efficiency and operation of City services; coordinates the potential for sustainable innovation by defining community and region-wide opportunities and ideas; evaluates, develops and presents comprehensive programs to secure business growth and modernization in Manteca; serves as the chief architect for all City technology services; and performs related duties as assigned.

SUPERVISION EXERCISED/RECEIVED

Receives general direction from the City Manager. Exercises general direction over professional, para-professional, technical and clerical staff as assigned.

ESSENTIAL DUTIES

Provide staff assistance to the City Manager, prepare and present staff reports and other necessary correspondence.

Assume full management responsibility for all information technology department activities; manage the development and implementation of departmental goals, objectives, and priorities for each assigned service area; recommend and administer policies and procedures.

Select, train, motivate and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

Serves as a central resource for the City's innovation initiatives.

Oversee and participate in the development and administration of the department budget; approve the forecast of funds needed for staffing, equipment, materials, and supplies; approve expenditures and implement budgetary adjustments as appropriate and necessary.

Ensures effective delivery of information services to user Departments through continuous interaction with department leadership.

Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors administrative and support systems; identifies opportunities for improvement;

Prepares, implements, and coordinates with other departments as necessary, the City's sustainability and resiliency efforts and projects.

Plans, organizes, directs, and reviews the delivery of all information systems services, including data processing, document imaging, geographic information systems, public safety systems, e-mail system, and telecommunication services to City departments, as well as all new information technology projects within the City.

Advises departments concerning potential technology tools and information technology advancements.

Develops policies, procedures, and business processes for information technology, including developing and managing a technology master plan.

Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Any combination of experience and training that would likely provide the required knowledge and abilities may be qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Graduation from an accredited college or university with a Bachelor's degree in computer science, telecommunications management, information systems, or a closely related field. A Master's Degree is preferred.

Experience:

A minimum of five years of increasingly responsible experience managing technology programs in an organization of similar size and complexity, including two years of supervisory responsibility.

Knowledge, Skills & Abilities:

Knowledge of:

- Current technology and implementation techniques of local area and wide-area voice and data networking including use of high-speed digital transmission facilities.
- Principles methods, practices, and techniques of managing a municipal telecommunications and information system.
- Current technology in the areas of multi-user computer server hardware, software, and support functions.
- Systems supporting public safety and 911 dispatch services.
- Current management practices and principles, local government operations, financing and budgeting practices.
- Principles of management, supervision, training, and employee development.
- Applicable federal, state, and local laws, regulations, and reporting requirements, including related safety regulations.
- Principles and practices of project management, administrative analysis, and report preparation.

Ability to:

- Interpret and apply a variety of City and department policies and procedures and applicable federal, state and local laws, codes and regulations; analyze situations carefully and adopt effective courses of action; and respond tactfully, clearly, and appropriately to inquiries from the public, press or other agencies on sensitive issues.
- Independently prepare correspondence and data; type and edit complex reports and charts; perform mathematical calculations; sort/file documents; maintain and prepare complex, extensive and confidential records and reports; and organize and maintain office and specialized files.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Establish and maintain an effective working relationship with fellow employees, the public, elected officials, and other departments and outside agencies.
- Demonstrate political acumen by representing the city professionally at all times, dealing positively with controversial issues, facilitating community participatory decision making to resolution, and gaining cooperation through discussion and persuasion.

SPECIAL REQUIREMENTS

- Ability to attend special City events including weekends, evenings and holidays, as required.
- Ability to attend night meetings and work extended hours, as needed and/or required.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

While performing the duties of this class, the employee is constantly required to sit and frequently stand, walk, talk and hear, both in person and by telephone; use hands or fingers to handle, touch, or operate standard office equipment; and reach with hands and arms. The employee occasionally reaches for an item above or below desk level, and lifts or carries records and documents, typically weighing less than 20 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

Mental Demands:

While performing the duties of this class, the employee is regularly required to use oral and written communication skills; exercise sound judgement in the absence of specific guidelines; establish priorities and work on multiple assignments and projects concurrently, and meet intense and changing guidelines given continual interruptions.