



Class Code: 69.0
WP Code: Sr IS Mgr
Established: 03/01/2016
Revised: _____
EEO Code: P

CLASS SPECIFICATION

City of Newark, California

SENIOR INFORMATION SYSTEMS MANAGER

DEFINITION - Under general direction, plans, directs, and supervises the activities of the Information Systems Division; performs advanced technical, professional, and administrative work in the area of information systems and telecommunications; leads and executes special projects; recommends and authors municipal policies and procedures with an emphasis on information systems and telecommunications requirements and use; conducts complex and comprehensive analysis of a wide range of programs, products and services; evaluates and recommends technology solutions; and performs related work as assigned.

CLASS CHARACTERISTICS - This class has division head status and independently performs a variety of professional, administrative and managerial duties in leading the Information Systems Division. The employee in this class confers with other management personnel and employees on a variety of information systems and telecommunication issues.

Following general guidelines and applying professional and/or administrative standards, incumbents manage and administer the City's technology infrastructure, equipment, applications, and services; develop, administer and monitor budgets and inventories; and conduct analyses on programs, projects and operations.

As the City's information systems specialist, the employee is expected to continually evaluate the City's information systems and telecommunications solutions and agreements and is responsible for recommending and implementing technologies, systems and/or services that are appropriate to the City's needs and resources.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, organize, supervise and perform professional and managerial duties relating to information systems and telecommunications;

Exercise direct supervision over assigned Information Systems personnel; participate in the selection of staff; plan and prioritize workloads and staff assignments; select, train, motivate, and evaluate assigned staff; conduct performance evaluations; work with employees to correct deficiencies; and implement discipline procedures.

Manage and administer assigned information systems and telecommunications operations to achieve goals within available resources;

Prepare information systems and telecommunications project plans; lead implementation of technology solutions;

Assist in the development of short and long range information systems plans;

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Gather, interpret, and prepare data for evaluations, reports and recommendations;

Prepare a variety of studies, reports and related information for decision-making purposes such as organizational change, communications, information flow, and information systems' needs;

Make presentations to supervisors, managers, City Council, civic groups and the general public;

Consult with departments to determine information systems requirements and priorities;

Serve as network, server, and contract administrator;

Lead technology project teams;

Author requests for quotes (RFQs) and proposals (RFPs), negotiate agreements, and executes purchases;

Maintain equipment and software inventories and replacement schedules; coordinate the City's Geographic Information System (GIS) and web presence;

Conduct training programs; and

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of modern public administration.

Principles and practices of information technology.

Principles of information technology security including requirements for law enforcement and payment systems.

Principles and practices of supervision, training, and staff development.

Principles of budget monitoring.

Principles and practices of customer support management.

Project planning and management techniques.

Record-keeping, report writing, and business communication using proper English spelling and grammar.

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Digital records management.

Network hardware: cabling, routers, switches, firewalls, etc.

Desktop and network operating systems and applications.

Email and database applications.

Voice-over-IP (VoIP).

Local and wide area networks (LAN/WAN)

Geographic Information Systems (GIS).

Web services and social media.

Mobile and wireless computing, including networking and security.

Mobile device management.

Applicable Federal, State and local laws, rules, and regulations pertaining to local government operations.

Thorough knowledge of applications, functions and programs for municipal operations.
Telecommunication practices and services.

Ability to:

Plan, organize and administer programs and or projects; conduct organizational, operational, and statistical analyses.

Prepare and analyze a variety of complex reports, studies and related information for decision making purposes.

Maintain efficient and effective information and telecommunications systems.

Install and troubleshoot information systems.

Establish and maintain effective working relationships with employees, city officials, contractors and the general public.

Communicate effectively both orally and in writing in order to present written and oral reports.

Supervise, train, and evaluate assigned personnel.

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Develop goals and objectives for assigned area.

Coordinate, direct or provide for training programs.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write and use a keyboard to communicate through written means; lift or carry heavy weights.

Experience and Training

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

Experience:

Four years of progressively responsible experience in management information systems and telecommunications systems, including two years of lead responsibility.

Training:

Equivalent to graduation from an accredited four-year college or university with major course work in Information Systems Technology or a related field.

Training may be substituted with experience on a year for year basis to a maximum of four years.

License or Certificate

Possession of, or ability to obtain, a valid California Class C Driver's License and a satisfactory driving record.

Probationary Period: 12 Months

FLSA: Exempt