

INFORMATION TECHNOLOGY PROGRAM MANAGER

DEFINITION

To plan, organize, direct and supervise assigned operations which includes customer service, network and telecommunications, data center, business applications, geographic information systems, strategic planning and public safety applications within the Information Technology Department; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an Information Technology Division Manager.

Exercises direct supervision over assigned professional and technical personnel.

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

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for assigned operations; implement policies and procedures; ensure unit goals, objectives and priorities are in line with the City's strategic goals.

Plan, prioritize, assign, supervise and review the work of staff involved in assigned activities.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for staff, supplies, equipment, services, and capital improvements; monitor and control expenditure.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Assume responsibility for program development and oversight; establish performance standards and methods for assigned activities and operations.

Prepare and/or assist with the development of strategic plans related to area of responsibility; prepare requests for proposals for services and equipment and assist in developing selection criteria.

As assigned, oversee customer service operations including support to internal and external users.

As assigned, oversee telecommunication operations, data networks, telephone, and radio systems.

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As assigned, oversee development and maintenance of City-wide technology infrastructure, especially as related to systems disaster recovery and data security methods and procedures.

As assigned, oversee development, implementation and maintenance of computer applications and related systems on a City-wide basis.

As assigned, oversee geographic information systems and databases for City-wide use; coordinate and monitor citywide geographic information system teams and staff

As assigned, oversee the hardware and software infrastructure for the City's internet, intranet and web-based applications.

As assigned, oversee information technology initiatives, governance, digital communication, strategic planning and projects within the Information Technology Department

As assigned, oversee public safety automated and computer systems and applications, including records management, Computer Aided Dispatch, and connectivity to state and local Public Safety Systems.

Represent the department to outside agencies and organizations.

Answer questions and provide information to the customers; investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of computer technology and information systems.

Principles and practices of geographic information systems theory, technology, software platform and spatial problem solving.

Principles, practices, methods, terminology and trends in telecommunication operations, data networks, telephone and radio systems.

Principles and practices of technology infrastructure development and maintenance including systems disaster recovery and data security methods and procedures.

Principles and techniques of systems analysis and programming; business analysis planning, enterprise analysis, elicitation, requirements analysis, and solution assessment.

Principles and practices of supervision, training and performance evaluations.

Principles and practices of budget monitoring.

Principles and practices of safety management.

Pertinent local, State and Federal laws, ordinances and rules.

Ability to:

Organize, implement and direct assigned computer operations/activities.

On a continuous basis, know and understand all aspects of the job. Intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

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, write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Interpret and explain pertinent department and City policies and procedures.

Assist in the development and monitoring of an assigned program budget.

Develop and recommend policies and procedures related to assigned operations.

Establish and maintain effective working relationships with those contacted in the course of work.

Determine appropriate technologies to support City-wide functions and processes.

Provide leadership for technology initiatives and develop collaborative cross-functional teams.

Communicate clearly and concisely, both orally and in writing.

Maintain confidentiality as necessary.

Work weekends, evenings or standby, as required.

Supervise, train and evaluate assigned staff.

Experience and Training

Experience:

Three years of increasingly responsible experience in computer applications development and implementation, including one year providing technical and functional supervision over assigned personnel.

AND

Training:

A Bachelor's degree from an accredited college or university. Major course work in computer science, information technology, engineering, business management, information systems, accounting, finance or a related field is desirable.

License and Certificate

Possession of a valid California driver's license by date of appointment.

08-21-17

07-03-15

08-25-12 Information Technology Program Manager

GIS Manager

09-06-03

12-24-98

07-01-97

Sr GIS Analyst

Systems Software Manager

12-18-00

Telecommunications Manager

03-26-05