

## City of Victorville Position Description

### **INFORMATION SERVICES MANAGER**

#### **DEFINITION**

Under the direction of the Director of Information Services, directs, manages, supervises, and coordinates the activities and operations of one of the divisions within the Information Services Department; coordinates assigned activities with other divisions, departments, and outside agencies; provides highly responsible, complex administrative support to the Director; and performs related work, as required.

#### **DISTINGUISHING CHARACTERISTICS**

The Information Services Manager is responsible for full implementation and effectiveness of an entire section and reports directly to the Director of Information Services. This is a multiple-position class with incumbents assigned to one of each division in the Information Services Department, which involves all aspects of said section within the Department. Incumbents in this class are fully competent to perform a wide range of professional, technical and supervisory duties, and are responsible for meeting performance standards. Incumbent assumes a higher degree of accountability for the broad range of responsibility and the freedom in the decision-making process, while following the City's policies and procedures.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Assumes management responsibility for assigned services and activities of an Information System; recommends and administers policies and procedures; plans, directs, coordinates, assigns, and reviews the work plan for staff; meets with staff to identify and resolve problems; manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs; advises departmental staff on the proper administration of information technology disciplines; selects, trains, motivates, and evaluates personnel; works with employees to correct deficiencies; recommends discipline actions; oversees and participates in the development and administration of the section's annual budget; serves as liaison for their division to the IS Department, other city departments, and outside agencies; may serve on a variety of boards; prepares and presents staff reports and other necessary correspondence; provides responsible staff assistance to the Director of Information Services; attends and participates in professional group meetings; works with other departments to analyze technological needs and automate processes; possesses an understanding of all computer systems within the City, including data networks, public safety systems, financial systems, human resources, and land/GIS systems; works with the major operating systems used in the City; researches, investigates and evaluates new information technology for application(s) in the City's computing environment to ensure cost effective and reliable technical concepts and procedures are utilized; monitors vendor support, and provides any maintenance, as required; assists in long-range planning, as well as, short-term system implementation planning; works positively and constructively with users in a highly technical and demanding environment; recommends and implements modifications to division policies and procedures as appropriate; assesses user requirements; evaluates production systems for correct technical concepts, cost effectiveness, reliability and maintainability of system and makes detailed recommendations to the Director of Information Services; organizes and prepares program and system documentation under established guidelines; designs tests and test data requirements; ensures the accessibility, integrity, and security of the City's database systems; may perform the duties of Director of Information Services in their absence upon assignment; prepares and presents verbal and written discipline reports, as necessary; promotes teambuilding; adheres to safety standards as described in the *Illness and Injury Prevention Plan*; utilizes computer software programs competently; communicates effectively, both orally and in writing; routinely adheres to and maintains a positive attitude; maintains effective work relationships with supervisor, fellow City employees, customers, and outside agencies; operates vehicles and equipment in a safe and efficient manner; and performs related duties and responsibilities, as required.

## INFORMATION SERVICES MANAGER

### EMPLOYMENT STANDARDS

**Training & Experience** – Bachelor's Degree in Information Systems or Business Administration other related field with an emphasis in Information Services from an accredited college or university, and three years of experience in managing complex computer operations, including two years of employee supervisory experience. Significant training or certification in operating systems software may substitute for one year of experience.

**Knowledge & Abilities** - **Knowledge of:** Principles and techniques of programming for information systems; principles of computer systems and procedures analysis and design; principles and techniques of database design and use; Microsoft Windows operating systems, Microsoft Exchange, and SQL Server application; PC and LAN/WAN device technology; various network software packages including office automation and data processing applications and programs; principles of organization and personnel management; mathematical calculations and formulas; and principles and practices of employee supervision, including training, work evaluation, discipline, and safe methods. **Ability to:** Oversee and participate in the management of a comprehensive municipal Information System; select, supervise, direct, train, and evaluate the work of subordinate staff; participate in the development and administration of section goals, objectives, and procedures; prepare and administer departmental budgets; prepare clear and concise administrative, technical and financial reports; analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals; interpret and apply federal, state, and local policies and regulations; manage projects effectively; facilitate technical and automation change processes; act as liaison with City staff members and vendors on technological issues and client needs; prioritize; provide timely and courteous customer service; conduct systems procedures analysis and feasibility studies; assign, review, and evaluate the design and analytical work of others; prepare and complete employee performance evaluations; effectively present instructions and information in writing and verbally to coworkers, the general public, and outside agencies; use patience, tact, diplomacy, and courtesy in dealing with the public and employees; establish and maintain effective working relationships with those contacted in the course of work, including City and other government officials, community groups, and the general public; and apply safe work practices.

**Licenses & Certificates** - Must possess of a valid California Class "C" driver's license.

### WORKING CONDITIONS

Work is performed in an office and field environment. Incumbent must have the mobility to visit City job sites on a regular basis. Visits to job sites include exposure to that of a normal business office environment. Physical demands may require prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, and stooping. The position also requires grasping, repetitive hand movement, and fine coordination in preparing reports using a computer. In addition, the position requires near and far vision in reading written reports and work related documents. Incumbent must be able to see and hear in the normal range, with or without correction, and communicate verbally and in written form with great facility, and must be able to be understood. Incumbent must have the stamina to work long hours and may be required to attend night meetings after regular working hours, and be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying hours.

APPROVED:   
DIRECTOR OF HUMAN RESOURCES

DATE: December 3, 2007

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.