



JOB DESCRIPTION

Technology Manager

Date Prepared: August, 2014

SUMMARY: Under administrative direction, plans, directs, manages, and oversees the activities and operations of the City's Technology Division; performs related duties, as required.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to the following:*

- Manage the City's Technology Division's operations including computer operations, technical support, systems analysis, programming, database management, geographic, network and telecommunication systems, IT training and other related technologies.
- Oversee the information and data integrity of the City and its related agency's information technology functions.
- Serve as the Acting Technology Officer in their absence.
- Review all computerized and manual systems for business process improvement, information processing equipment, and software for acquisition, and storage and retrieval.
- Review and evaluate information such as status reports and requests for services to determine compliance with City and department policies, state and federal laws.
- Oversee and/or participate in project management for both new system implementations and enhancements to existing systems and services.
- Develop the Technology Division's Annual Work Plan, with direction from the Technology Officer.
- Assist in the development and implementation of divisional policies and procedures, and short- and long-term objectives.
- Stay informed of technology standards in line with legal and industry best practices and assesses new and emerging technologies to determine applicability to City business services.
- Manage subordinate staff, set work priorities, create work schedules, conduct performance evaluations, reward and/or discipline employees.
- Select and supervise consultants and vendors working on information technology projects.
- Prepare and administer the information technology operating budget.
- Develop forecasting of funds for additional staff, equipment, materials and supplies.
- Maintain confidentiality of work-related issues and City information.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

Bachelor's degree in Information Technology or a closely related field AND five years professional information technology experience, including three years of supervisory or management experience; OR an equivalent combination of education, training, and experience.

Knowledge of:

- City policies and procedures.
- Knowledge of current technology trends and capabilities as they relate to hardware and software solutions to meet the business needs and goals of the City.
- Microsoft desktop and server operating systems, mobile operating systems, and related networking environments.
- Relational database management; principles of general business practices and processes with data systems and relational database systems.
- Principles and practices of public administration, effective employee supervision, administrative management, and project management.

Skill in:

- Using initiative, discretion, and judgment within established procedures, guidelines, and rules.
- Defining problems, establishing facts, and drawing valid conclusions.
- Managing situations requiring diplomacy, fairness, firmness, and sound judgment.
- Managing staff, delegating tasks and authority, and evaluating staff performance.
- Building effective teams and providing efficient customer service.
- Communicating effectively, both verbally and in writing.
- Establishing and maintaining cooperative working relationships with City Manager, department heads, managers, supervisors, employees, external public and private agencies, consultants, vendors, suppliers, and the general public.
- Applying safe work practices.

LICENSE AND CERTIFICATION REQUIREMENTS:

Must possess a minimum of a valid California Class "C" driver's license upon hire and maintain throughout the length of employment with the City of Victorville.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in an office environment and in close proximity to other workers. May be exposed to excessive noise levels. Incumbent shall be exposed to those conditions normally encountered in a business office environment. Physical demands are light, consisting primarily of sitting, standing and walking. May be required to lift and carry items weighing up to 75 pounds. 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 attend night meetings after regular working hours.

Department Head Approval

Date

Personnel Officer Approval

Date