

**CITY OF MADERA**  
**INFORMATION SERVICES MANAGER**

*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.*

**DEFINITION**

Under administrative direction, plans, manages, oversees and directs the information systems activities of the City; coordinates activities with other City officials, departments, outside agencies and organizations; provides responsible and complex staff support to the City Council and City Administrator; performs other related duties as required.

**DISTINGUISHING CHARACTERISTICS**

The **Information Services Manager** is a department head level class responsible for the overall administration and operation of the Information Systems Division.

**SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the City Administrator or his designee. Exercises direct supervision of professional, technical, and clerical positions as well as contracted services.

**ESSENTIAL FUNCTIONS** *(include but are not limited to the following)*

- Accepts full responsibility for all Information Systems activities and services including activities associated with city-wide information services, including all systems relating to computers and telecommunication. Crosses all departmental lines in order to provide necessary services; provides policy for present and future administrative and technological improvements to Information Services Division operations in support of City departments.
- Develops, implements and maintains Information Systems goals, objectives, policies and priorities for appropriate service areas; ensures that established goals and priorities are achieved.
- Plans, directs and coordinates the Information Systems' work plan through appropriate department staff; assigns work activities and responsibilities to appropriate department personnel; reviews and evaluates work methods and procedures; identifies and resolves problems and/or issues.
- Reviews and evaluates service delivery methods and systems including administrative and support systems and internal relationships; identifies opportunities for improvement and implements changes to standard operating procedures to enhance services.

- Oversees the selection, training and evaluation programs for all department personnel and program contractors; provides or coordinates staff training; identifies and resolves staff deficiencies; executes discipline and/or termination procedures.
- Prepares, manages and coordinates the development of the Information Systems budget; prepares forecasts of necessary funds for staffing, materials and supplies; presents, justifies and defends programs, operations and activities; monitors and approves expenditures; discusses and resolves budget issues with appropriate staff; implements adjustments as necessary.
- Drafts proposed resolutions and ordinances; prepares correspondence, reports and recommendations for the City Administrator.
- Serves as a resource for Information Systems staff, City staff and other organizations; coordinates pertinent information, resources and work teams necessary to support a positive, productive and cooperative work environment.
- Attends and participates in professional and community meetings; stays current on issues relative to the field of information systems; responds to and resolves sensitive and complex community and organizational inquiries, issues and complaints.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.
- Assists with the training of departmental users upon the introduction of new hardware/software systems.
- Provides for the most effective and efficient information and telecommunications systems in support of the department needs; formulates and implements city-wide standards for the types and usages of computer related equipment.

**WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading documentation, connecting equipment and using a computer. Acute hearing is required when providing phone service and communicating in person. The need to lift, drag and push computers and peripheral equipment or other materials weighing up to 40 pounds also is required.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification)*

**Education and/or Experience:**

Any combination of education and experience that has provided the required knowledge, skills and abilities necessary for an **Information Services Manager** may

be qualifying. A typical way to obtain the knowledge, skills and abilities is to possess the equivalent of a minimum of five (5) years of progressively responsible professional experience within the information and telecommunications field, including the design, implementation and operation of wide and local area networks and a Bachelor's degree in Information Systems, Computer Science or a related field from an accredited college or university.

**License Required**

Possession of, or ability to obtain, a valid Class C California driver's license. MSCE certification is desirable but not required.

**Special Requirements:**

Ability to pass a criminal background investigation when assigned to work on Police Department computer systems.

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following are a representative sample of the KAS's necessary to perform essential duties of the position)*

**Knowledge of:**

Contemporary information and telecommunications systems and services and their potential for City use; systems analysis and design; budgetary principles and techniques; personnel management; local and wide area networks; training and communications techniques; UNIX/LINUX systems administration; high security including protocol analysis and intrusion detection; deployment and maintenance of open source software; administration of telephone systems including VOIP systems; database administration; SQL and Microsoft active directory domain administration.

**Ability to:**

Develop, communicate, and maintain effective working relationships with City staff and outside agencies; analyze and solve complex problems relating to information services on a technical and administrative basis; understand City departmental operations to the extent that sound recommendations may be made to enhance their productivity; supervise administrative and technical staff; stay abreast of and adapt to rapidly changing technology; conduct training on systems operations; work with various operating platforms and systems; understand and interpret technical information (oral and written); communicate effectively both orally and in writing with all levels of staff, including the ability to communicate technical issues to persons who do not have a technical background.

**Skill to:**

Operate, maintain, and repair network and stand alone personal computers, printers, and a variety of peripheral hardware, as well as customized software applications and standardized packages.