

**CITY OF FONTANA
(IT) INFORMATION TECHNOLOGY MANAGER**

DEFINITION: Under general direction from the Information Technology Director, plans, organizes, manages, directs and coordinates the activities of Infrastructure, Security, Database, and Service Desk Support teams for the Information Technology department and assists the Director in the management and direction of the Development, GIS, Analyst, and Public Safety teams; coordinates requests with other divisions and departments; provides highly complex staff assistance to the Information Technology Director and is acting Director in his/her absence.

ESSENTIAL FUNCTIONS: The incumbent must have the ability to:

- Develop and recommend goals and objectives; assist in the development of and implementation of policies and procedures.
- Direct, oversee and participate in the development of the IT Department's annual Work Plan; assign activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.
- Coordinate the implementation of comprehensive computer networks supporting data, voice, and video traffic city-wide;
- Administer maintenance and support contracts;
- Review and evaluate department requests for computer workstations, telephones and related peripherals as well as desktop software; negotiate and finalize purchases from vendors; coordinate inspection and testing of equipment before acceptance; coordinate the installation of hardware with the Information Technology Division; determine necessary preventive and corrective equipment maintenance;
- Oversee customer support activities including the Service Desk/Call Center and In-service training activities;
- Analyze incident reports and help desk statistics and recommend appropriate remedial action including equipment replacement schedules, modification of technology standards, and training programs;
- Plan, direct, schedule and participate in the training of staff throughout the City in the use of computers; assist users in solving problems related to their computers and/or applications; suggest alternative solutions.
- Prepare the Network Operations Division's budget; assist in budget implementation and coordinate with the Information Technology Department budget; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved budget.
- Provide staff assistance to all departments; meet with directors regarding ongoing or planned projects; analyze department requirements for technology-related services.
- Coordinate division activities with those of other departments and outside agencies and organizations; prepare and present staff and technical reports; conduct feasibility studies; evaluate the City's long-range information technology needs.
- Analyze, interpret and report research findings.
- Supervise subordinate staff and coordinate consultants.
- Communicate clearly and concisely, both orally and in writing.

- Maintain a cooperative working relationship with the public, users, vendors, and City management.
- Conduct systems analysis and design for new projects or systems revisions.
- Keep current on trends and innovations in Technology.
- Perform other tasks as deemed necessary to the daily operation of the City.

THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.

WORKING CONDITIONS: In the performance of daily activities, this position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, and bending; the ability to push, pull, drag and/or lift up to 25 pounds; normal manual dexterity and hand/eye coordination; repetitive hand movement using a computer keyboard and mouse; corrected vision to normal range; acute hearing; written and oral communication; use of standard office equipment such as computers, telephones, copiers, calculators and facsimiles; frequent contact with other staff.

EXPERIENCE AND TRAINING GUIDELINES: A combination of experience and training that would provide the required knowledge and abilities is qualifying. The incumbent must have knowledge of:

- Principles and practices of employee supervision, including work planning, review, and evaluation.
- Principles and operations of a complex networked computing environment, including web servers, databases, internet connectivity, and wide area network technologies.
- Hardware and software for personal, departmental, and enterprise computer business applications.
- Training and relevant experience with customer support management methodologies including ITSM and other Service models.
- Information management program development.
- Budgeting procedures and techniques.
- Research techniques, methods and procedures.

EXPERIENCE: Five (5) years of increasingly responsible, professional experience in the Information Technology field in a commercial or municipal government environment; this includes operations, customer support, and two years of administrative and supervisory experience.

EDUCATION: Requires possession of a Bachelor's degree in Computer Information Systems or a closely related field from an accredited college or university.

LICENSES/CERTIFICATIONS: Possession of, and continuously throughout employment, a valid CA Class "C" Driver's License.

SUPPLEMENTAL INFORMATION: Successful candidates will be required to pass a drug screening, fingerprint screening, physical examination and a background investigation.