CITY OF LINCOLN
INFORMATION SYSTEMS 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 general direction, plans, organizes, directs, supervises and administers the ongoing technical support, maintenance and implementation to infrastructure and to City personnel in the use of desktop computers, geographic information systems (GIS), telecommunications, tablets and related software programs/applications; assures proper communication with the City's technical consultant on systems support; proper installation and implementation of software programs and software modifications; assures the proper implementation, updates, design and advancement of GIS; effective liaison with vendors in the evaluation of designated equipment and software systems; and performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Information Systems Manager** is the management level class responsible for the overall operation of the Information Technology/Geographic Information Systems (GIS) Division of the City. This classification is distinguished from the next higher class of City Manager or designee in that the latter has overall responsibility for administering the City's operations.

SUPERVISION RECEIVED/EXERCISED:

Receives general direction from the City Manager or his/her designee. Exercises direct supervision over assigned staff.

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

- Plans, coordinates, schedules and monitors user support assistance in developing and implementing the City's computerized information systems, including hardware and software requirements.

- Develops and implements help desk and technical support analyst for any and all user requests/requirements; ensure that help desk problems are controlled through a timely and structured process; ensures that complex problems are elevated to the proper level of support.

- Assures proper assistance is available for users in solving computer system problems related to efficient processing of input and output data; answers technical questions to enhance user development.

- Oversees technology, software and infrastructure for City-wide use; coordinate, manage and oversee citywide information technology consultants, teams and staff; educates and mentors IT staff in the development, implementation, use and future of technology.

- Develops, implements and oversees geographic information systems and databases for City-wide use; coordinate and oversee citywide geographic information system teams and staff; educates and mentors staff in the development, implementation, use and future of GIS.

- Oversees the analyses and troubleshooting of computer system hardware and software problems to assure that proper recommendations are implemented solutions.

- Oversees the analyses and document applicability of office automation and information systems to assist in obtaining information needed by management.

- Assures that proper system back-ups on a variety of servers are performed and that computer room equipment is maintained in a proper fashion.

- Maintains operational familiarity with City desktop computer equipment, including all associated software.

- Oversees research, collection and interpretation of data on computer hardware and/or software for office automation and data processing to assure that the City's information system goals are met; maintains awareness of technical advancements in the field; participates in vendor evaluation.

- Develops and maintains the City's strategic plan for GIS, telecommunications and technology.

- Develops and monitors the capital outlay budget for the City's computer system needs; maintains a complete and current system inventory.

- Manage and negotiate with multiple vendors; seek, procure and manage multiple consultants.

- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

- Maintains professional and technical knowledge by attending educational workshops, conferences and seminars; reviewing professional publications; establishing professional networks; participating in professional societies. Maintain confidentiality when necessary; assist in the development of, interpret and apply City and department policies, procedures, rules and regulations.

PHYSICAL, MENTAL AND ENVIRONMENTAL 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 keeping records and preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work-related documents and acute hearing is required when providing phone and personal service. The nature of the work may require the incumbent to lift equipment and materials weighing up to 25 pounds or more.

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 knowledge, skills and abilities necessary for an **Information Systems Manager**. A typical way of obtaining the required qualifications is to possess the equivalent of six years of increasingly responsible computer system support experience including the utilization of computer systems, software programs and equipment of a nature similar to those utilized by the City of Lincoln, and a Bachelor's degree from an accredited college or university with major coursework in computer science, information technology, electronics, or a closely related field.

License/Certificate:

Possession of, or ability to obtain, a valid class C California driver's license.

KNOWLEDGE, SKILLS AND ABILITIES: *(The following are a representative sample of the KSAs necessary to perform essential duties of the position.)*

Knowledge of:

Thorough knowledge of computer equipment, including PC's, servers and printers; principles and procedures of information technology, including maintenance and operation; techniques and methods of computer hardware and software evaluation, implementation and required documentation; commercial database systems; diagnostic methods for analyzing equipment or systems problems; methods and techniques of supervision, training and motivation; principles and practices of geographic information systems theory, technology, software platform and spatial problem solving; basic principles of mathematics; applicable federal, state and local laws, codes and regulations; standard office procedures, practices and equipment; modern office equipment including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

Skill to:

Operate an office computer and a variety of word processing and software applications.

Ability to:

Analyze, design, program, install and maintain highly technical and complex hardware and software; write operating instructions and procedures; analyze data and develop solutions to complex technical problems; read, interpret, and apply complex technical publications, manuals and other documents; implement computer systems, including data communications; operate a full range of office automation equipment and software and troubleshoot common personal computing problems; logically solve problems relating to equipment configuration and overall system design; maximize the use of computer equipment; lift and carry weights equivalent to the weights of personal computers and associated

peripherals safely and routinely; provide services in different geographical locations throughout the City as requested by users; assign and review the work of others; make sound decisions within established guidelines; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Salary Range: Refer to Mid-Management / Confidential Salary Schedule
FLSA: Nonexempt
Employee Group: Mid-Management / Confidential, Local 39