



## INFORMATION TECHNOLOGY MANAGER

Department: **Town Manager** Class Code: **28**  
Reports to: **Finance Director** FLSA Status: **Exempt**

**GENERAL PURPOSE:** Manages the operations of the Town's Management Information Systems (MIS) Division and the entire Information Technology (IT) infrastructure, including desktop systems, networks and servers; maintains e-mail, phone and internet access.

### **PRIMARY DUTIES AND RESPONSIBILITIES:**

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Responsible for the application of systems analysis techniques and procedures, including consulting with the users, to determine hardware, software/system functional specifications.
- Responsible for the assessment, testing and modification of computer systems or programs, based on and related to user or system design specifications.
- Manages the daily operations of the Management Information Systems division including supervision of support technicians.
- Ensures proper management and preservation of electronic information created during normal Town operations.
- Prepares annual budget for approval and manages IT-related expenditures throughout the fiscal year to ensure proper spending of funds.
- Maintenance and expansion of the physical data and telecommunications wiring infrastructures.
- Participates in the development and revision of IT policies and procedures.
- Maintains documentation and licensing to ensure compliance with software and other IT related legal regulations.
- Directs and/or performs desktop management, including installations, configuration, troubleshooting, repairs, movement and upgrades.
- Provides network, server and software management, including installation, configuration, troubleshooting, expansion, upgrades, repairs and maintenance of software licensing compliance information.
- Oversees and/or provides telecommunications support, including installation, configuration, equipment movement, upgrades, trouble shooting for desk phones, cell phones and PBX systems.
- Manages and directs web site maintenance, including updates, modifications, programming and management of the web server and server resources and configurations.
- Provides advice and technical assistance regarding IT and other purchasing, programs and/or projects.
- Researches potential solutions and vendors to fulfill software/hardware related requests and needs.
- Plans IT-related projects and tasks; prepares documents and information for projects, meetings and other staff; tests potential new IT software/hardware solutions.
- Maintains the integrity, professionalism, values and goals of the Town by assuring that all rules and regulations are followed, and that accountability and public trust are preserved.

## **JOB DESCRIPTION**

## **Information Technology Manager**

- Supports the relationship between the Town and the constituent population by demonstrating courteous and cooperative behavior when interacting with residents, visitors and Town staff; enthusiastically promotes the Town's goals and priorities in compliance with all policies and procedures.
- Performs related duties as required or assigned.

### **MINIMUM QUALIFICATIONS:**

#### **Education and Experience:**

Bachelor's degree in Computer Information Systems or a closely related field and four years of experience in computer hardware troubleshooting and repair, network administration and Microsoft Office use; two years of experience in server administration and web development; two years supervisory experience; one year of experience in web server management, database administration, database design and basic web programming or an equivalent combination of education, training and experience.

#### **Required Licenses or Certifications:**

Possession of a valid State of Arizona driver's license.

#### **Required Knowledge of:**

- Computer systems, computer hardware, computer troubleshooting and repair.
- Ethernet networking over copper, fiber optic and wireless infrastructures.
- TCP/IP network administration, including switches, routers, gateways and firewall technologies.
- Windows and Linux server administration including Active Directory, SQL Server, Exchange, DNS, DHCP and other server applications and protocols.
- Basic understanding of Web technologies, including HTML, CSS, JavaScript, PHP and .NET with configuration IIS and Apache web servers.
- Database administration and design.
- Telecommunications technologies.
- Microsoft Office applications.
- Audio/visual systems, including LCD/DLP projection and HDMI cabling.
- Network printing support and maintenance for both laser and inkjet technologies.
- Principles and practice of budget administration.
- Principles and practices of staff management, supervision and training.

#### **Required Ability to:**

- Develop and maintain effective working relationships with Town staff, Council members, vendors, contractors, various external organizations and individuals and the general public.
- Work independently and within a team environment.
- Make decisions, maintain composure and work effectively under stressful conditions.
- Evaluate facts and evidence, drawing logical conclusions and making proper recommendations.
- Communicate effectively, both orally and in writing.
- Assess and prioritize multiple tasks, projects and demands.
- Operate a variety of various computer hardware and software.
- Effectively train staff in the use of various hardware and software.
- Exhibit excellent customer service skills.

**JOB DESCRIPTION**

**Information Technology Manager**

**Physical Demands / Work Environment:**

- Work is performed primarily in an office environment. May be required to perform a full range of motion with lifting and/or carrying supplies, materials, equipment and/or items weighing up to 50 pounds. Will be required to perform crawling or climb ladders for equipment installation, maintenance and repair. Vision requirements include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

*Core values: Integrity, Teamwork, Respectful, Communication, Service, Leadership, Innovation*

Classification	Adopted	Revised	Retitled	Class Code / Range	FLS Designation	Step
Duties, Range and FLSA Update		7/1/2017	IT Manger	26	Exempt	
		7/1/2019		28	Exempt	

**APPROVED:** \_\_\_\_\_

**DATE:** \_\_\_\_\_