



Town of Danville

INFORMATION SYSTEMS MANAGER

General Purpose:

Plan, manage, and direct the Town's information systems services and functions. These functions include management and operations for administrative applications for the Town; complex systems analysis to determine user needs and alternative solutions; oversee computer and telecommunication technology strategic planning and deployment. Supervises Information System Analyst and Information Systems Technician.

Distinguishing Characteristics:

General direction is provided by the Assistant Town Manager; responsibilities include the administration of the Town's MIS functions; the direct and indirect supervision of lower level professional, technical, and clerical personnel.

Essential Duties and Responsibilities:

- Coordinate and oversee the development and implementation of short and long range planning related to the Town's technology, including data processing and information systems, telecommunications, internet connectivity and web presence, radio systems, alarm and signaling systems, data acquisition and control systems and audio/video systems.
- Plan, manage, and direct the Town's Information Systems services and functions including implementation of goals, objectives, policies, procedures and work standards
- Develops and monitors the program's budget; oversees financial well-being of the program by analyzing cost effectiveness and directing cost control activities; prepares, submits and justifies budget enhancement requests to the Director.
- Plans, organizes, administers, reviews and evaluates the work of subordinate professional, technical, office support and operational staff through subordinate levels of supervision.
- Provides for the selection, training, professional development and work evaluation of subordinate staff; makes recommendations on hiring, termination, promotion and discipline as required.
- Confers with and represents the program and the department in meetings with other Town departments and programs; serves as the Town representative with a variety of public, business and community organizations; fosters collaborative relationships to the benefit of the program, department and the Town.

- Prioritizes and allocates available resources; reviews and evaluates program and service delivery, makes recommendations for improvement and ensures maximum effective service provision.
- Analyze complex technical problems, evaluate alternatives, and recommend effective solutions.
- Troubleshooting software and hardware problems in a complex networked computer environment.
- Manage contractors and consultants that provide information technology related services to the Town.
- Manage all purchased or leased hardware and software, computing, and related services.
- Provide advice and consultation, including particular hardware/software applications to meet user needs.
- Maintain current knowledge of changes, trends, and advances in software and hardware technology and make necessary recommendations for system and software enhancements and/or modifications.
- Monitor computer usage to ensure adequate network, computing, and storage capacity.
- Identify security problems to ensure integrity of the town's data and networked computing environment, to ensure data privacy, and to protect the town's investment in technology.
- Recommend and coordinate townwide employee training in computer usage and applications.
- Maintain the Town's web site to standards, ensuring consistency, completeness, accuracy, thoroughness, and usefulness for the public.
- Perform related duties as assigned.
- Communicate effectively both verbally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Qualifications:

Knowledge of:

- Principles and operations of management information systems and peripheral equipment (computers, networks, phones, Internet, software and hardware applications, cabling, printers, plotters, routers, data lines and modems etc.).
- Operating systems and standard applications programs (mini and microcomputers, terminals, printers, modems and related hardware).
- Techniques and practices in utilizing standard applications software including word processing, data base, telecommunications, desktop publishing, and spreadsheet.
- Principles and techniques of systems analysis and development; information systems trends and developments.
- Principles and practices of budgeting, purchasing and maintenance of public records.

- Principles and practices of supervision, training and performance evaluation.
- Principles and practices of sound business communications.
- Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility;
- Customer service skills.

Ability To:

- Install, configure, administer, troubleshoot and coordinate maintenance of local areas networks (LAN's), and related equipment and software (e.g. file services, computers, printers, network interface cards, routers, cabling, modems, etc.)
- Coordinate the integration of hardware, operating systems, and applications for minicomputer and microcomputer networked environments.
- Install, configure and maintain management information technologies for the Town (e.g. computers, networks, phones, voice mail, Internet, etc.)
- Observe and problem solve operation and technical deficiencies; interpret and verbally explain technical concepts to less knowledgeable individuals.
- Analyze systems data and situations, identify and resolve various information systems and application problems.
- Maintain a current understanding of technological advancements and trends.
- Establish and maintain effective working relationships with management, subordinates, co-workers, consultants, contractors, representative of other agencies, the general public, using customer service and public relations techniques.
- Express ideas effectively in written and oral presentations.
- Exercise sound judgment within established programs and procedural guidelines.
- Manage multiple projects simultaneously and be sensitive to deadlines and changing priorities.
- Negotiate contracts with and coordinate consultants and vendors.
- Work independently under minimal supervision.
- Prioritize workload of self and others
- Work flexible hours if necessary.

Physical Standards:

- The physical standards described are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- An employee is regularly required to sit for long periods of time; intermittently stand, walk, bend, climb, kneel and twist while working on computer equipment, peripherals, and ancillary equipment; perform simple grasping and fine manipulation; use telephone and write and use keyboard to communicate; discern wire colors and see small text and numbers on wiring and circuitry; routinely move equipment weighing up to 30 pounds and occasionally move equipment weighing up to 75 pounds.

- While performing duties, the employee is regularly required to use various hand tools and testing equipment in repair, adjustment and problem identification of personal computers and related equipment; read and interpret complex data, information and documents; analyze and solve problems; interact with Town management, other governmental officials, contractors, vendors, employees and the public.

Education, Experience, and Training:

Any combination equivalent to education and experience is likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to a Bachelor's Degree in information technology, computer science, management, information systems or a related field.

Experience:

Eight years of experience in administering wide-area networks and communication links to off-site networks. Four years of supervisory or managerial experience within or related to information systems. Experience working with a Windows NT network environment is highly desirable. Additional experience with supporting Internet services, GIS database, mapping applications and implementing new systems is desirable.

Training:

Any recent training such as, academic courses and certification programs, which are relevant to this job classification.

Licenses; Certificates; Special Requirements:

Possession of a valid California Class C Drivers' License and Certificate of Automobile Insurance for Personal Liability.

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