CITY OF HUNTINGTON BEACH CLASS SPECIFICATION	

TITLE: INFORMATION TECHNOLOGY MANAGER

PERSONNEL COMMISSION APPROVAL:	April 16, 2025
COUNCIL APPROVAL:	JANUARY 17, 2017

JOB CODE:	0500
EMPLOYMENT STATUS:	REGULAR FULL-TIME
UNIT REPRESENTATION:	MEO
FLSA STATUS:	EXEMPT
EEOC CODE:	OFFICIALS & ADMINISTRATORS

JOB SUMMARY

Under administrative direction, responsible for planning, organizing, directing, staffing, and controlling technology functions and/or operations of multiple work units within the Information Services Department.

SUPERVISION RECEIVED AND EXERCISED

Reports to: Chief Information Officer
Supervises: Professional, technical, and other support service staff

DISTINGUISHING CHARACTERISTICS

The Information Technology Manager differs from the Information Technology Supervisor in that the Information Technology Manager oversees multiple workgroups, including analysts and technicians, and is responsible for both short-term and long-term strategic planning for the City's technology functions. In contrast, the Information Technology Supervisor focuses on the day-to-day supervision of assigned staff and operational activities. The Information Technology Manager reports directly to the Chief Information Officer.

EXAMPLES OF ESSENTIAL DUTIES:

- Develops strategic plans, objectives and priorities for assigned work unit(s)/operational area(s); plans, develops and implements programs that utilize human and financial resources to achieve results
- Manages the work of professional, technical, and/or other staff; determines organizational structure, staffing needs, and work strategies; ensures adequate resources are available for staff to perform work duties; ensures that assigned operations and activities comply with organization goals and objectives

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- Works with executive management on City-wide initiatives and prepares technical and non-technical data and information for presentation to stakeholders including the Executive Team, City Council, county-wide agency leaders and other officials regarding technology initiatives, strategies, policies and procedures
- Formulates and develops plans, policies and project programs to meet short and long-term needs of the City
- Reviews and evaluates feasibility of major projects and initiatives; works with managers and technical staff to plan for implementation of new systems; participates in the study of new technology to determine its utility, consistency with technology standards, relevance for meeting City business and operational requirements and expected return on investment
- Directs and coordinates the planning, development, implementation and administration of a variety of projects, including cross-department and City-wide projects; coordinates project activities with other programs, departments and outside agencies; may serve as the initial project advisor or manager for major projects City wide
- Develops and administers annual budget; approves and tracks expenditures; reviews, approves and researches costs for new hardware, software and other items; reviews, approves and prepares cost/benefit analyses, reports and recommendations
- Manages the development of operational and/or functional standards, practices, policies and procedures; participates in the development and implementation of strategic department goals, policies and priorities
- Manages the information technology business systems, enterprise applications, public safety systems, and related networks, software and resources for the assigned work unit/operational area, using various technology tools that may involve or cross multiple platforms
- Designs, directs and oversees work unit quality assurance activities
- Drives to various City facilities, as needed, to provide support for offsite locations
- Meets and consults with customers and vendors regarding service delivery needs; oversees and participates in the design, development, delivery and/or implementation of IT products to meet those needs
- Assumes responsibility for procurement of services and goods required; develops specifications for requests for proposal pertaining to external services; reviews submissions and provides recommendations on vendor selection
- Directs the management of projects to enhance and/or upgrade technology services and utilization
- Manages projects that vary in size and scope, and require varying levels of staff and resource support
- Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions

- Attends leadership, management, supervisory and information technology training to stay abreast of industry best practices
- Develops processes to ensure business continuity in the event of a disaster
- Assumes duties of Chief Information Officer when assigned
- Reports to work as scheduled; works a variety of schedules including evenings, weekends, and holidays as required
- Performs other related duties as assigned

In Addition, When Assigned to Systems:
- Manages a team of application developers, programmer and business analysts in support of many enterprise applications including financial ERP, land management system, billing system, and public safety systems
- Oversees and manages large scale enterprise application implementation
- Manages operational planning, including planning projects and the allocation of manpower resources
- Collaborates and maintains communications with department managers and IS point of contacts
- Designs, implements and enforces business systems and enterprise applications portfolio, policies, procedures and best practices
- Manages a team of application developers to develop automated solutions
- Oversees analysts and project managers to maintain a streamlined application implementation process citywide
- Designs and manages the enterprise software delivery process
- Works with application vendors on maintaining current applications and implement new systems and applications citywide

In Addition, When Assigned to Infrastructure:
- Manages the analysis, evaluation, design, and implementation of the infrastructure architecture
- Designs, develops, and implements complex physical and logical networks
- Develops and implements security guidelines, policies, and solutions
- Designs and implements enterprise storage and processing solutions
- Responsible for broadband and connectivity citywide
- Works closely with telecommunication vendors and internet service providers to develop and implement network connectivity solutions
- Manages the information technology infrastructure, architecture, systems, networks, software and resources for the assigned work unit/operational area, using various technology tools that may involve or cross multiple platforms

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In Addition, When Assigned to Operations:
- Manages a Help Desk operation starting with initial troubleshooting expanding to resolving complex issues relating to IT hardware, peripherals, and operating systems
- Creates specifications for hardware and operating systems standards; maintains posted standards guidelines, and implement industry best practices
- Creates and implements automated solutions to streamline the customer service function, and provide tools and training to all staff in delivering customer service adhering to adopted department performance guidelines
- Tracks all hardware and software inventory and manages the salvage process
- Manages the standard software delivery process, Windows and application updates, and remote support tools
- Manages the endpoint security software and policies, including desktop firewalls and antivirus/antimalware products
- Manages large computer and printer deployment projects; manages the creation, imaging, installation, and configuration of hardware and software resources
- Performs budget and project cost analyses

The preceding duties have been provided as examples of the essential types of work performed by positions within this job classification. The City, at its discretion, may add, modify, change or rescind work assignments as needed.

<u>**MINIMUM QUALIFICATIONS**</u>

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:
- Principles and practices of public administration, including budgeting, staff development, customer service and human resource management
- Principles and practices of effective management, supervision and leadership
- Computer hardware and software systems similar to those being used by the City's Information Technology Department, including business applications, operating systems, and network systems
- Principles, practices and techniques of advanced project management, including organizing and managing a project, developing schedules, identifying critical paths, breaking down a project into individual tasks, and delegating assignments to project staff

- Advanced principles, methods and techniques used in designing, developing, testing and implementing information technology applications, systems and networks
- Advanced operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information technology program
- Advanced information technology development lifecycle and design principles using flowcharting techniques and prototype development tools
- Advanced methods and techniques of evaluating business need requirements to provide technology solutions
- Database concepts
- Advanced operational characteristics of local and wide area network systems and operational characteristics of communication systems, equipment and devices
- Tools and equipment used in testing the functionality of computer systems
- Advanced principles and methods of troubleshooting computer hardware, software and network problems
- Principles and practices of customer service
- Advanced principles and practices of information technology documentation, presentation and training materials
- Modern office procedures, methods and equipment

In Addition, When Assigned to Systems:
- Theories, principles, and practices of information systems and related application areas, software and hardware, system development life cycle, system design, database management systems, techniques, and design using information engineering techniques
- Analysis, design, programming, and development of software applications
- Business process engineering, documentation and automation
- Enterprise resource planning software systems
- Developing interfaces and application integration methods and concepts
- Public safety systems and platforms

In Addition, When Assigned to Infrastructure:
- Theories, principles, and practices of local and wide area networks (LAN/WAN), physical/logical networks, Wi-Fi networks, and mobile broadband
- Data security, next-generation firewalls, cryptography, and security information and event management (SIEM)
- Storage area network (SAN) and Fiber Channel (FC) networks
- Voice over IP (VoIP) phone systems
- E-mail and communication systems
- Data center systems including servers, uninterruptable power supplies, backup, disaster recovery, and monitoring systems

- Mobility and remote access

In Addition, When Assigned to Operations:
- Theories, principles, and practices of help desk operations, troubleshooting, and resolving complex issues relating to information technology hardware, software, peripherals, and operating systems
- Advanced principles and methods of troubleshooting computer hardware, software and network problems
- Customer service and technical support best practices
- Help Desk software and best practices
- Windows Operating Systems concepts and functions, browser platforms and tools, and Windows administration and library tools
- Antivirus and antimalware tools and endpoint security best practices
- Hardware and peripheral components, and hardware configuration industry guidelines
- Microsoft imaging and deployment tools and concepts
- Remote support tools, state management, and troubleshooting tools and techniques
- Theories, principles, and practices of information systems and related application areas, software and hardware, system development life cycle, system design, database management systems, techniques, and design using information technology techniques

Ability to:
- Oversee the development and maintenance of information technology systems
- Plan, organize and manage the work of information technology staff responsible for related applications, systems and/or network analysis
- Develop and maintain comprehensive procedures manuals and documentation.
- Develop and administer budgets
- Coordinate and administer a variety of information technology projects
- Gather and evaluate information in order to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations
- Develop information technology designs, flow charts, report layouts and screen designs
- Communicate technical information to a wide variety of users
- Interpret and apply complex and technical information pertaining to computer and network systems
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively, both verbally and in writing
- Establish and maintain effective working relationships with those encountered during the course of the work

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Education: Bachelor's degree from an accredited college or university in computer science, information systems technology or other directly related field. Master's degree desirable.

Experience: Five (5) years' experience in a complex information technology systems environment with related experience in area of responsibility, including two (2) years direct supervisory experience.

Licenses/Certifications: Possession of a valid Class C California driver's license and an acceptable driving record are required at time of appointment and throughout employment.

When Assigned to Systems:
- Project Management Professional (PMP) certification desirable
- Microsoft Certified Solutions Developer (MCSD) certification desirable
- Database Administration certification desirable
- Programming and development certification desirable

When Assigned to Infrastructure:
- System Security Certified Practitioner (SSCP) desirable
- Cisco Certified Network Associate (CCNA) or Cisco Certified Network Professional (CCNP) desirable
- Comparable related systems, servers, and security certifications may be considered in lieu of the above certifications

When Assigned to Operations:
- Information Technology Infrastructure Library (ITIL) certification desirable
- Microsoft Certified Systems Engineer (MCSE) desirable
- Customer Service certification desirable
- Help Desk certification desirable

SPECIAL CONDITIONS

- Must be able to respond to emergency services call out
- Must pass a comprehensive public safety background investigation conducted by the Police Department

Employees regularly assigned/required to drive a city or personal vehicle in the course and scope of work shall be required to participate in the DMV Employer Pull Notice program.

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Public Employee Disaster Service Worker: In accordance with Government Code Section 3100, all Huntington Beach city employees are required to perform assigned disaster service worker duties in the event of an emergency or a disaster.

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

Incumbents must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Work is performed indoors. The incumbent sits for prolonged periods of time; standing and walking to retrieve work files or to other departments or office locations; leaning, bending and stooping to perform work behind a desk or to retrieve information; pushing, turning or twisting to move chair or body from desk; reaching to place or retrieve files or open file drawers or cabinets; light grasping to hold a writing instrument or documents; firm grasping as needed to lift and carry work files or operate office equipment; finger dexterity to type on a computer keyboard; and, hearing and speaking to answer the telephone or answer questions of co-workers and subordinates. Work is performed in a general office environment.

Reasonable accommodation(s) for an individual with a qualified disability will be considered on a case-by-case basis.

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