

INFORMATION TECHNOLOGY DIVISION MANAGER

Department: Information Technology
Division

Classification/Grade: M-3

Division: Information Technology

FLSA Status: Exempt

Reports to: City Manager

Date Approved: June 2011

Job descriptions/specifications are only intended to present a descriptive summary of the range of duties, tasks, and responsibilities associated with a specified position. Therefore, descriptions/specifications may not include all duties performed by the individual. In addition, description/specifications are intended to outline the minimum qualifications necessary for entry into the position/class and do not necessarily convey the qualifications of incumbents within the position/class.

DEFINITION

Under general supervision of the City Manager, plans and oversees the activities and operations of the Information Technology Division; Coordinates assigned activities with other city departments, divisions, and outside agencies; Provides highly responsible and complex administrative support to the City Manager; Supervise technical and clerical staff; And serves at the pleasure of the City Manager, subject to the terms of their employment agreement.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES

(Essential functions are those functions that the individual who holds the position must be able to perform unaided or with the assistance of reasonable accommodation.)

1. Serve as a representative of the City of Mesquite, demonstrating a positive attitude and progressive actions through the display of professionalism, courtesy, and appropriate tact and discretion in all interactions with other employees and with the public.
2. Under the direction of the City Manager, assume management responsibility for all services and activities of the Information Technology Division, including information security, operations (datacenters, networks, network software, technical support), and communications (telecommuting, intranet, internet, fiber optics, communications hardware); recommend and administer policies and procedures.
3. Manage the development and implementation of Division goals, objectives, policies and priorities for each assigned service area.
4. Establish, within City policy, appropriate service and staffing levels; monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; allocate resources accordingly.
5. Plan, direct and coordinate, through Division staff, the Division's work plan; assign projects and programmatic areas of responsibility; review and evaluate work methods and procedures; meet with staff to identify and resolve problems.
6. Assess and monitor work load, administrative and support systems, and internal reporting relationships; identify opportunities for improvement; direct and implement changes.
7. Select, train, motivate and evaluate Division personnel; provide and coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
8. Conduct a variety of organizational and operational studies and investigations; recommend modifications to information technologies programs, policies and procedures as appropriate.
9. Ensure compliance with City policies and procedures pertaining to information technology.
10. Oversee and participate in the development and administration of the department budget; approve the forecast of funds needed for staffing, equipment, materials, and supplies; approve expenditures and implement budgetary adjustments as appropriate and necessary.

11. Explain and justify all Division programs, policies, and activities; negotiate and resolve sensitive and controversial issues.
12. Represent the Division to other City departments, elected officials and outside agencies; coordinate Division activities with other departments, outside agencies, and organizations.
13. Provide staff assistance to the City Manager and other City officials; participate on a variety of boards, commissions, and committees; prepare and present staff reports and other necessary correspondence.
14. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of information technology.
15. Be dependable and meet acceptable attendance requirements at all times.
16. Follow all applicable safety rules and regulations.

OTHER JOB FUNCTIONS

- A. Respond to and resolve difficult and sensitive citizen inquiries and complaints.
- B. Contribute to the efficiency and effectiveness of the unit's service to its customers by offering suggestions and directing or participating as an active member of a work team.
- C. Perform other related duties as assigned.

QUALIFICATIONS

The degree of knowledge and ability as outlined under this section is that which is necessary to satisfactorily perform the essential functions of this position.

Knowledge of:

- Operations, services and activities of an information technologies program.
- Management skills to analyze programs, policies and operational needs.
- Principles and practices of program development and administration.
- Advanced principles and procedures of computer systems and related equipment.
- Modern and complex principles and practices of computer systems and network design.
- Principles and procedures of computer programming and planning.
- Personal computer hardware and software products, principal equipment and its interface with a network
- Principles and practices of municipal budget preparation and administration.
- Flow charting, data modeling, process modeling, form design, and quality control procedures.
- Research techniques, methods and procedures.
- Application security and privacy techniques.
- Principles of supervision, training and performance evaluation.
- Pertinent federal, state and local laws, codes and regulations.

Ability to:

- Plan, organize, direct and coordinate the work of staff.
- Select, supervise, train and evaluate staff.
- Delegate authority and responsibility.
- Lead and direct the operations, services and activities of the department.
- Identify and respond to community and City Council issues, concerns and needs.
- Develop and administer Division goals, objectives and procedures.
- Identify problems, develop solutions, and implement a plan of action.
- Prepare and administer budgets.
- Prepare clear and concise administrative and financial reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Research, analyze and evaluate new service delivery methods and techniques.

- Interpret and apply federal, state and local policies, laws and regulations.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work non-standard hours such as evenings, weekends and holidays as needed.

Experience, Education and Training:

Any equivalent combination of training, education and experience which provides the individual with the required knowledge, skills, and abilities to perform the job. A typical way to obtain the required knowledge and abilities would be:

Education: Bachelor’s Degree in Management Information Systems (MIS), or a related field preferred.

Experience: Five (5) years of professional level experience coordinating and implementing information technology, including two (2) years of supervisory experience.

License or Certificate: Must possess, at the time of employment and continuously throughout employment, a valid Nevada Class “C” driver’s license. Technology certifications are helpful.

WORKING CONDITIONS

Work is performed under the following conditions:

Duties require sufficient mobility to work in a typical office setting and use standard office equipment; sustained posture in a seated position for prolonged periods of time; vision to read printed materials and a VDT screen, and hearing and speech to communicate in person or over the telephone. Moderate physical exertion is required due to occasional bending, twisting, reaching, kneeling, walking and standing. Must carry/lift/push or pull loads of up to 50lbs.

The City of Mesquite is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodation to qualified individuals. The City of Mesquite encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.

Revised & approved:

September 2002
June 2006