

Manager, Information Technology

SUMMARY/PURPOSE

Provide business value through operational efficiencies and customer service utilizing technology systems, application development, marketing, data management and security. This includes strategic long and short term planning, personnel management of technology infrastructure and development teams, development of policies, strategies and standards, project management, relationship building with vendors, partners and customers, oversight and implementation of the IT technology governance process.

DISTINGUISHING FEATURES OF THE CLASS

The work in this classification provides direct supervision to all information and technology staff and oversight over all technology solutions within the City for all departments. This position reports to the Director of Administrative Services with broad decision-making authority and considerable latitude for independent judgment.

SUPERVISION RECEIVED

The supervisor provides administrative direction with assignments in terms of broadly defined missions or functions. Incumbents have responsibility for planning, designing, and carrying out programs, projects, studies, or other work independently.

SUPERVISION GIVEN

Does have supervisory responsibility, typically for employees with little discretion. Makes decisions and/or recommendations about hire, termination, pay, and performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Leadership in the development of strategic direction for information technology services, gauging and anticipating the diverse needs of the City, monitoring trends and innovations in the industry to meet those needs; developing and implementing strategic long- and short-term technology plans across the organization.
2. Ensure IT data security, risk management, disaster recovery, and business continuity planning processes are in place and perform regular review for prevalence and adequacy.
3. Develop, oversee and administer the annual IT operational, infrastructure communications, hosting services, and organizational capital equipment budgets including planning, procurement, and management.
4. Provide oversight of technology solutions, including research, recommendations, review of project proposals, timelines, strategies, identification of efficiencies, and determine staffing requirements based on current and projected needs of the organization.
5. Negotiate and manage contract and service agreements for both internal and external technology services.
6. Cultivate and maintain strong relationships with vendors, partners, customers, and constituents to meet the goals and mission of the City.
7. Establish, monitor and enforce organizational compliance requirements (Licensing, PCI, HIPAA, CJIS, BCA), procedures, security, and safety measures.
8. Conduct ongoing assessment, planning, and oversight of the proper management of all information technology service delivery to customers and partners.
9. Recommend, develop, and issue technology related policies, protocols, and procedures that help improve City efficiency and security.
10. Approve, prioritize and control the IT project demands; negotiate prioritization and timelines as appropriate and necessary.
11. Develop and maintain an IT organizational structure designed to meet institutional needs and demands, assess, and identify the most cost-effective investment of financial resources toward IT systems, staffing, daily operations, product purchases and/or in-house development activities.
12. Manage employee performance, and provide training, coaching, and mentoring for employees.

13. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
14. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
15. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
16. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
17. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
18. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
19. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Bachelor's Degree in Computer Science, Information Technology, Computer Software Engineering, Cybersecurity or a related professional field, and six (6) years of related professional experience; OR a minimum of ten (10) years of related education and/or full-time, verifiable professional computer information systems experience, and at least two (2) years of the experience must be at a level involving supervisory experience.
2. License Requirements
 - A. Ability to obtain and maintain Criminal Justice Information Services (CJIS) Certification.
3. Knowledge Requirements
 - A. Extensive knowledge of technology systems, their design, implementation, and maintenance.
 - B. Knowledge of technology software design and development.
 - C. Knowledge of effective supervisory management techniques.
 - D. Comprehensive knowledge of the regulatory requirements with proven experience in audits and compliance.
 - E. Knowledge of geographical systems and data.
 - F. Comprehensive knowledge of principles, practices, and operations of technology systems used in municipal environments including data management and security.
 - G. Comprehensive knowledge of principles and practices of customer service.
 - H. Knowledge of telemetry systems and data.
 - I. Knowledge of the principles of project planning, implementation, and evaluation.
 - J. Knowledge of labor relations and the labor agreements.
 - K. Knowledge of problem-solving and conflict-resolution techniques.
 - L. Knowledge of applicable safety requirements.
 - M. Knowledge of, or the ability to learn, City policies and procedures.
 - N. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - O. Knowledge of effective leadership and personnel practices.
 - P. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership techniques, and coordination of people and resources.
 - Q. Knowledge of budgetary, and management principles, practices, and procedures.

- R. Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

4. Skill Requirements

- A. Skill in identifying and correcting technology information system deficiencies.
- B. Skill in analyzing complex technical and administrative problems, evaluating alternative solutions, recommending, and implementing effective courses of action.
- C. Skill in interpreting maps, researching, gathering, organizing, and analyzing data, drawing logical conclusions, and preparing clear and concise reports, presentations, graphs, charts, visuals, letters, and memos.
- D. Skill in communicating clearly and concisely, both verbally and in writing for technology consultation at all levels of the organization, including, the public, colleagues, and direct reports.
- E. Skill in organization and prioritization.
- F. Leadership qualities of adaptability, dependability, and accountability.
- G. Skill in evaluating and analyzing operations and procedures related to divisional activities.
- H. Skill in resolving customer complaints and concerns.
- I. Skill in supervising others in an open and participative work environment.
- J. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
- K. Skill in managing one's own time and the time of others.
- L. Skill in completing assignments accurately and with attention to detail.
- M. Skill in mediation and dispute resolution.
- N. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- O. Skill in motivating, developing, and leading people.

5. Ability Requirements

- A. Ability to understand complex, high quantity, and sometimes contradictory information to effectively solve problems, adapting approach, goals, and methods to achieve successful solutions and results in dynamic situations.
- B. Ability to research and communicate new methodologies, trends, techniques, software, and skills in the professional world of analysis.
- C. Ability to execute job functions with a high attention to detail and accuracy and concentrate on fine detail with frequent interruption.
- D. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources, demonstrates an ability to identify and use appropriate materials, methods, and resources necessary to complete the most complex assignments associated with the unit's work.
- E. Ability to read and interpret plans, specifications, and other technical literature.
- F. Ability to transport oneself to, from, and throughout the City.
- G. Ability to interpret and analyze regulatory requirement documentation and specifications.
- H. Ability to research new products and contract services, collect bids, and make price comparisons.
- I. Ability to establish and maintain effective working relationships with coworkers, customers, and the general public.
- J. Ability to use good judgment during emergency situations, such as unplanned events, power outages, and sudden technology failures.
- K. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- L. Ability to communicate and interact effectively with members of the public.
- M. Ability to communicate effectively both orally and in writing.
- N. Ability to recognize, analyze, and problem-solve a variety of situations.

- O. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- P. Ability to handle difficult and stressful situations with professional composure.
- Q. Ability to establish goals and objectives.
- R. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
- S. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- T. Ability to manage a budget and work within the constraints of that budget.
- U. Ability to enforce safety rules and regulations.
- V. Ability to maintain confidential information.
- W. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- X. Ability to exercise sound judgment in making critical decisions.
- Y. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
- Z. Exhibits leadership qualities of dependability and accountability.
- AA. Ability to attend work as scheduled and/or required.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

HR: HD	Union: Supervisory	EEOC: Professionals	CSB: 07/17/2023	Class No: 1312
WC: 8810	Pay: 1125-1145	EEOF: Admin/Finance	CC:	Resolution:
FLSA Exemption Type: Executive				
<i>Job title change from Manager, MIS to Manager, Information Technology</i>				

MANAGER, MIS

Manager, Information Technology

SUMMARY/PURPOSE: Plan for, recommend, Provide business value through operational efficiencies and actualize customer service utilizing technology systems, application development, marketing, data management and security. This includes strategic long and short term planning, personnel management of technology infrastructure and development teams, development of policies, strategies and standards, project management, relationship building with vendors, partners and customers, oversight and implementation of the IT technology governance process.

DISTINGUISHING FEATURES OF THE CLASS

The work in this classification provides direct supervision to all information systems and technology staff and oversight over all technology solutions within the City for all departments. This position reports to the Director of Administrative Services with broad decision-making authority and considerable latitude for independent judgment.

FUNCTIONAL AREAS:

1. Plan for and accomplish information systems maintenance and development.

* A. Determine long and short-range computer-based information management and processing needs; recommend goals, objectives, programs, and schedules to meet these goals.

* B. Plan **SUPERVISION RECEIVED**

The supervisor provides administrative direction with assignments in terms of broadly defined missions or functions. Incumbents have responsibility for planning, designing, and carrying out programs, projects, studies, or other work independently.

SUPERVISION GIVEN

Does have supervisory responsibility, typically for employees with little discretion. Makes decisions and/or recommendations about hire, termination, pay, and performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Leadership in the development of strategic direction for information technology services, gauging and anticipating the diverse needs of the City, monitoring trends and innovations in the industry to meet those needs; developing and implementing strategic long- and short-term technology plans across the organization.
2. Ensure IT data security, risk management, disaster recovery, and business continuity planning processes are in place and perform regular review for prevalence and adequacy.
3. Develop, oversee and administer the annual IT operational, infrastructure communications, hosting services, and organizational capital equipment budgets including planning, procurement, and management.
4. Provide oversight of technology solutions, including research, recommendations, review of project proposals, timelines, strategies, identification of efficiencies, and determine staffing requirements based on current and projected needs of the organization.
5. Negotiate and manage contract and service agreements for both internal and external technology services.
6. Cultivate and maintain strong relationships with vendors, partners, customers, and constituents to meet the goals and mission of the City.
7. Establish, monitor and enforce organizational compliance requirements (Licensing, PCI, HIPAA, CJIS, BCA), procedures, security, and safety measures.

8. Conduct ongoing assessment, planning, and oversight of the proper management of all information technology service delivery to customers and partners.
9. Recommend, develop, evaluate, and administer computer and issue technology related policies, protocols, and procedures that help improve City efficiency and security.
10. Approve, prioritize and control the IT project demands; negotiate prioritization and timelines as appropriate and necessary.
11. Develop and maintain an IT organizational structure designed to meet institutional needs and demands, assess, and identify the most cost-effective investment of financial resources toward IT systems, staffing, daily operations, including systems support and maintenance product purchases and/or in-house development activities.

- * ~~C. Guide the design and development of information systems based on user needs and available resources.~~
- * ~~D. Maintain existing computer based information systems.~~
- * ~~E. Facilitate information access across and among groups both within and without the City of Duluth.~~
- * ~~F. Conduct periodic long- and short-range studies to analyze the adequacy of information systems and the quality of present services, and make recommendations for improvements; maintain a liaison with vendors of computer hardware and software.~~
- * ~~G. Test and install new systems and programs.~~
- * ~~H. Develop and modify department policies and procedures; interpret policies and procedures for subordinates.~~
- * ~~I. Advise various user departments regarding strategies, programs, projects or directions in computer technology; direct the analysis of information system requirements to identify additions, changes and/or enhancements.~~

2. Supervise the MIS Division staff.

- * ~~A. Determine priorities, assign work, and coordinate schedules to ensure completion of work.~~

12. * B. Effectively recommend Manage employee performance, and provide training, coaching, and mentoring for employees.

13. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.

14. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.

15. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.

16. * C. Establish, monitor Provide for ongoing training of employees in emerging methods, trends, technologies, and enforce rules proper and safe work methods and procedures for efficient management and proper job performance.

- * ~~D. Monitor work sites to ensure compliance with established methods, guidelines, and procedures.~~

- * ~~E. Train personnel in correct and safe operating procedures.~~

- * ~~F. Recommend adjustments or other actions in employee grievances.~~

- * ~~G. Disseminate and interpret instructions and information to employees.~~

- * ~~H. Maintain divisional budget.~~

17. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.

18. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.

19. Other duties may be assigned.

JOB REQUIREMENTS:

EDUCATION

~~1. A combination of education and/or experience equal to a four year bachelor's degree~~ **To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.**

1. Education & Experience Requirements

~~Bachelor's Degree in Computer Science, Data Processing, Accounting, or equivalent.~~

EXPERIENCE

~~A. A total of six years of progressively responsible Information Technology, Computer Software Engineering, Cybersecurity or a related professional field, and six (6) years of related professional experience; OR a minimum of ten (10) years of related education and/or full-time, verifiable professional computer information systems experience, and at least two (2) years of which the experience must be at a level involving supervisory experience.~~

KNOWLEDGE

2. License Requirements

~~A. Ability to obtain and maintain Criminal Justice Information Services (CJIS) Certification.~~

3. Knowledge Requirements

~~A. Extensive knowledge of computer information technology systems, their design, implementation, and maintenance.~~

~~B. Extensive knowledge of computer hardware and software.~~

~~C. Knowledge of computer technology software design and development.~~

~~D. Knowledge of effective supervisory management techniques.~~

~~E. Comprehensive knowledge of the regulatory requirements with proven experience in audits and compliance.~~

~~F. Knowledge of accounting and statistical procedures as they relate to information geographical systems design, development, and maintenance data.~~

SKILLS

~~A. Skill in designing and developing computer application software.~~

~~B. Comprehensive knowledge of principles, practices, and operations of technology systems used in municipal environments including data management and security.~~

~~C. Comprehensive knowledge of principles and practices of customer service.~~

~~D. Knowledge of telemetry systems and data.~~

~~E. Knowledge of the principles of project planning, implementation, and evaluation.~~

~~F. Knowledge of labor relations and the labor agreements.~~

K. Knowledge of problem-solving and conflict-resolution techniques.

L. Knowledge of applicable safety requirements.

M. Knowledge of, or the ability to learn, City policies and procedures.

N. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.

O. Knowledge of effective leadership and personnel practices.

P. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership techniques, and coordination of people and resources.

- Q. Knowledge of budgetary, and management principles, practices, and procedures.
- R. Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

4. Skill Requirements

- A. Skill in troubleshooting identifying and correcting computer technology information system deficiencies.
- ~~C. Skill in leading others.~~
- ~~D. Skill in maintaining interpersonal relations.~~

ABILITIES

- ~~B. A. Skill in analyzing complex technical and administrative problems, evaluating alternative solutions, recommending, and implementing effective courses of action.~~
- C. Skill in interpreting maps, researching, gathering, organizing, and analyzing data, drawing logical conclusions, and preparing clear and concise reports, presentations, graphs, charts, visuals, letters, and memos.
- D. Skill in communicating clearly and concisely, both verbally and in writing for technology consultation at all levels of the organization, including, the public, colleagues, and direct reports.
- E. Skill in organization and prioritization.
- F. Leadership qualities of adaptability, dependability, and accountability.
- G. Skill in evaluating and analyzing operations and procedures related to divisional activities.
- H. Skill in resolving customer complaints and concerns.
- I. Skill in supervising others in an open and participative work environment.
- J. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
- K. Skill in managing one's own time and the time of others.
- L. Skill in completing assignments accurately and with attention to detail.
- M. Skill in mediation and dispute resolution.
- N. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- O. Skill in motivating, developing, and leading people.

5. Ability to Requirements

- A. Ability to understand complex, high quantity, and sometimes contradictory information to effectively solve problems, adapting approach, goals, and methods to achieve successful solutions and results in dynamic situations.
- B. Ability to research and communicate new methodologies, trends, techniques, software, and skills in the professional world of analysis.
- C. Ability to execute job functions with a high attention to detail and accuracy and concentrate on fine detail with frequent interruption.
- D. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources, demonstrates an ability to identify and use appropriate materials, methods, and resources necessary to complete the most complex assignments associated with the unit's work.
- E. Ability to read and interpret plans, specifications, and other technical literature.
- F. Ability to transport oneself to, from, and throughout the City.
- G. Ability to interpret and analyze regulatory requirement documentation and specifications.
- H. Ability to research new products and contract services, collect bids, and make price comparisons.
- I. Ability to establish and maintain effective working relationships with coworkers, customers, and the general public.

- J. Ability to use good judgment during emergency situations, such as unplanned events, power outages, and sudden technology failures.
- K. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- L. Ability to communicate and interact effectively with individuals and groups, members of the public.
- M. Ability to communicate effectively both orally and in writing.
- N. ~~†~~ B. Ability to recognize, analyze, and problem-solve a variety of situations.
- O. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- P. Ability to handle difficult and stressful situations with professional composure.
- Q. Ability to establish goals and objectives.
- R. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
- S. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- T. Ability to manage a budget and work within the constraints of that budget.
- U. Ability to enforce safety rules and regulations.

Ability to maintain a budget:

- ~~†~~V. C. Ability to solve computer confidential information system problems.
- W. ~~†~~ D. Ability to occasionally lift demonstrate dependability, responsibility, and carry materials weighing up consistency in job performance.
- ~~†~~X. Ability to 50 pounds exercise sound judgment in making critical decisions.
- Y. E. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
- Z. Exhibits leadership qualities of dependability and accountability.
- ~~†~~AA. Ability to attend work on a regular basis as scheduled and/or required.

* ——— Essential functions of the job.

~~†~~ ——— Job requirements necessary on the first day of employment.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

HR: CT	Union: Supervisory	EEOC: Professionals	CSB: 199 90803	Class No: 1312
WC: 8810	Pay: **1125- 1435	EEOF: Admin/Finance	JD-CC: 4 9991012 Pay CC: 20020722	JD-Resolution: 99- 0726R Pay Resolution: 02- 0484R
FLSA Exemption Type: Executive				
Job title change from Manager, MIS to Manager, Information Technology				