Title: IT Manager

FLSA Status: Exempt

### Job Purpose:

The purpose of this position is to manage all aspects of the Information Technology (IT) Department and the City's IT infrastructure (except for the Police Department) to enhance City function, productivity and communication. This includes oversight of the exchange server, NewWorld finance system, active Directory, website, phone, firewall, spam filter, virtual environment, audio/visual systems, video streaming systems, departmental billing, deployment processes, server management, and network functionality as well as other operational projects as assigned to support City functions. The IT Coordinator utilizes a high degree of independent judgment to identify problems and perform the appropriate corrective procedures. The IT Coordinator ensures all IT supports the maximum potential of the organization and reports to the Director of Finance.

### Essential Functions

* Directs and coordinates information technology and telecommunications services.
* Develops and enforces city policies and procedures pertaining to information and voice
* technology use.
* Maintains system functionality and long-term stability across all City, non-Police IT systems by offering software and hardware technical support.
* Resolves user problems.
* Handles special requests and immediate action items across all City IT systems as well as other departmental functions.
* Manages various I.T. projects.
* Handles City system documentation.
* Handles budgeting and other special projects as requested, such as Police Department build-out and maintaining the access control system.
* Supervises the User Support staff and assists with Help Desk overflow.
* Performs other duties as required.

### Qualifications:

* An Associate’s degree in Network Administration.
* Between five and ten years’ experience working in a similar position.
* Certification or first-hand experience in Network Administration, Systems Security, Server Management, and Troubleshooting.
* Considerable knowledge of networking protocols necessary to operate an Ethernet network.
* Knowledge of personal computer maintenance and troubleshooting.
* Considerable knowledge of Microsoft applications, including operating systems, web editing and productivity software.
* Ability to assist departments with identifying and understanding technical needs and preparation of purchasing standards.
* Knowledge of HTML 4.0. and website design.
* Knowledge of JavaScript 1.2.
* Excellent written and oral communication skills.
* Excellent project management skills.
* Ability to work independently on difficult, complex and technical tasks.
* Ability to research, analyze and engage best practices pertaining to information technology.
* Ability to plan, organize, assign, direct and inspect the work of subordinates.
* Strong communication and interpersonal skills.
* Business and/or management related skills highly desirable.
* Ability to interface with a wide range of technical abilities essential.

### Overall Physical Strength Demands:

|  |
| --- |
| -Physical strength for this position is indicated below with “X”- |
| Sedentary |  **X** | Light |  | Medium |  | Heavy |  | Very Heavy |  |
| Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time. | Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts regularly OR requires walking or standing to a significant degree. | Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. regularly. | Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. regularly. | Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. regularly. |

### Work Environment:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| CRegularlyOver 70% | FFrequently41% to 70% | OOccasionally16% to 40% | RRarelyUp to 15% | NNever0% |

|  |  |
| --- | --- |
| -Physical Demand- | -Frequency- |
| Sitting | C |
| Talking | C |
| Hearing | C |
| Feeling attributes of objects (e.g., determining size, shape, temperature, or texture by touching with fingertips) | R |
| Grasping | R |
| Pushing | R |
| Standing | F |
| Walking | F |
| Driving | R |
| Reaching with hands/arms | R |
| Stooping, kneeling, crouching, crawling | R |
| Climbing or balancing | R |
| Repetitive wrist, and or finger movement | C |
| Moving up and down from/to sitting position on the floor | O |
| Physical support and care of children (e.g. diapering, feeding, positioning, etc.) | N |

### EnviroNmental Conditions:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| CRegularlyOver 70% | FFrequently41% to 70% | OOccasionally16% to 40% | RRarelyUp to 15% | NNever0% |

|  |  |
| --- | --- |
| -Environmental Condition- | -Frequency- |
| Work in confined spaces (crawl spaces, shafts, pipelines) | N |
| Wet, humid conditions (non-weather) | N |
| Varying, inclement outdoor weather conditions | N |
| Vibration | N |
| Work in hazardous traffic conditions (does not include regular traffic commute) | N |
| Extreme cold (non-weather; 1 hour) | N |
| Extreme heat (non-weather; >100 deg. F for > 1 hour) | N |
| Subject to oils (mechanical or food) | N |
| Required to wear a respirator | N |
| Fumes or airborne particles | N |
| Work near moving mechanical parts | N |
| Work in high, dangerous places | N |
| Risk of electrical shock | R |
| Potentially hazardous bodily fluids | N |
| Potentially hazardous or cancer-causing agents or chemicals | N |

### Visual ActivitiEs:

|  |  |
| --- | --- |
| -Activity- | -Usually Required- |
| Clarity of vision at 20 feet or more. | No |
| Clarity of vision at 20 inches or less. | Yes |
| Three-dimensional vision- ability to judge distance and space relationships. | No |
| Precise hand-eye coordination. | Yes |
| Ability to identify and distinguish colors. | No |

### Noise Exposure:

|  |  |
| --- | --- |
| -Level- | -Indicator- |
| Very quiet |  |
| Quiet |  |
| Moderate noises (i.e., an office with conversations, photocopiers, and/or computer printers.) | X |
| Loud noise |  |
| Very loud noise |  |

Description of loud or very loud noise:

|  |
| --- |
|  |

### Signature – Review and Comments:

I have reviewed this description and understand the requirements and responsibilities of the position.

|  |  |  |
| --- | --- | --- |
|  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Signature of Employee | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Job Title of Supervisor | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Signature of Supervisor | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Job Title of Department Head | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Signature of Department Head | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date |

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.