Town of
Apple Valley

January 2019
FLSA: EXEMPT

INFORMATION SYSTEMS MANAGER

DEFINITION

Under administrative direction, plans, organizes, oversees, coordinates, and reviews the activities and operations of the Town's Information Systems Division; coordinates assigned activities with other Town departments, divisions, outside agencies, and the general public; manages the effective use of the Town's computer and electronic office automation resources to improve organizational productivity, customer service, and public access to Town information; assists with the selection, development, and maintenance of Town business applications; assigns and reviews the work of staff; and performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant Director of Economic Development & Housing and exercises general supervision over professional and technical staff.

CLASS CHARACTERISTICS

This is a mid-level management classification that oversees, directs, and participates in specific activities within the Information Systems Department, including assisting in short- and long-range planning and development and administration. Successful performance of the work requires knowledge of public policy, municipal functions and activities, including the role of an elected Town Council, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the Department with those of other departments and agencies and managing and overseeing the functions of the Department. The incumbent is accountable for assisting in Departmental planning and operational goals and objectives and for furthering Town goals and objectives within general policy guidelines.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)
Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- ➢ Manage the Town's Information Systems Division's operations including computer operations, technical support, systems analysis, programming, database management, geographic, network and telecommunication systems, IT training and other related technologies.
- ➢ Oversee the information and data integrity of the Town and its related agency's information technology functions.
- ➢ Review all computerized and manual systems for business process improvement, information processing equipment, and software for acquisition, and storage and retrieval.

- ➢ Review and evaluate information such as status reports and requests for services to determine compliance with Town and department policies, state and federal laws.
- ➢ Oversee and/or participate in project management for both new system implementations and enhancements to existing systems and services.
- ➢ Develop the Information System Division's Annual Work Plan, with direction from the Department Director.
- ➢ Assist in the development and implementation of divisional policies and procedures, and short- and long-term objectives.
- ➢ Stay informed of technology standards in line with legal and industry best practices and assesses new and emerging technologies to determine applicability to Town business services.
- ➢ Manage subordinate staff, set work priorities, create work schedules, conduct performance evaluations, reward and/or discipline employees.
- ➢ Select and supervise consultants and vendors working on information technology projects.
- ➢ Prepare and administer the information technology operating budget; develop 5-year forecasting of funds for additional staff, equipment, materials and supplies.
- ➢ Maintain confidentiality of work-related issues and Town information.
- ➢ Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- ➢ Town policies and procedures.
- ➢ Knowledge of current technology trends and capabilities as they relate to hardware and software
- ➢ solutions to meet the business needs and goals of the Town.
- ➢ Microsoft desktop and server operating systems, mobile operating systems, and related networking environments.
- ➢ Relational database management; principles of general business practices and processes with data
- ➢ systems and relational database systems.
- ➢ Principles and practices of public administration, effective employee supervision, administrative
- ➢ management, and project management.

Skilled in:

- ➢ Using initiative, discretion, and judgment within established procedures, guidelines, and rules.
- ➢ Defining problems, establishing facts, and drawing valid conclusions.
- ➢ Managing situations requiring diplomacy, fairness, firmness, and sound judgment.
- ➢ Managing staff, delegating tasks and authority, and evaluating staff performance.
- ➢ Building effective teams and providing efficient customer service.
- ➢ Communicating effectively, both verbally and in writing.
- ➢ Establishing and maintaining cooperative working relationships with Town Manager, department heads, managers, supervisors, employees, external public and private agencies, consultants, vendors, suppliers, and the general public.
- ➢ Applying safe work practices.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Bachelor's degree in Information Technology or a closely related field AND five years professional information technology experience, including three years of supervisory or management experience; OR an equivalent combination of education, training, and experience.

LICENSE(S) & CERTIFICATION(S):

➢ Valid California class C driver's license with a satisfactory driving record and automobile insurance.
➢ Microsoft Certified System Engineer and Cisco Certified Network Professional.

PHYSICAL DEMANDS:
Work is performed in an office environment and in close proximity to other workers. May be exposed to excessive noise levels. Incumbent shall be exposed to those conditions normally encountered in a business office environment. Physical demands are light, consisting primarily of sitting, standing and walking. May be required to lift and carry items weighing up to 75 pounds. Incumbent must be able to see and hear in the normal range with or without correction and communicate verbally and in written form with great facility and must be able to be understood. Incumbent must have the stamina to work long hours and attend night meetings after regular working hours.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work on evenings, weekends, and holidays. Participates in an after-hours emergency response program for on-call and callback assignments.

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