

## CITY OF SPOKANE VALLEY POSITION DESCRIPTION

Class Title: Information Technology Manager  
Department: Finance  
Division: Information Technology  
Date:

Job Code Number: 416  
Grade Number: 17  
FLSA Status: Exempt  
Location: City Hall

### **GENERAL PURPOSE**

Plans, develops, organizes, and directs the implementation and operation of the information technology function, including short and long-range program planning and development.

### **SUPERVISION RECEIVED**

Works under the general supervision of the Finance Director.

### **SUPERVISION EXERCISED**

Exercises supervision over Information Technology Specialists, Helpdesk Technician, and other personnel as assigned.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

As a working manager, supervises Information Technology Specialists, Helpdesk Technician, and other staff as assigned in the development and operation of the City's data and tele-communications systems including, but not limited to, serving customers in meeting their computer related needs, evaluating long-range demands and system analysis; managing technical projects and researching new developments in technology, information systems, hardware, and software.

Responsible for planning, design, implementation and maintenance of the City's information technology (IT) systems, including local networks, application and data servers, workstations, virtual and mobile devices, communications systems, security and backup solutions, user training and helpdesk support. Makes recommendations to the Director of Finance of needed changes to the City's systems.

Protects the security and safety of City data and IT systems by developing detailed documentation and disaster recovery plans. Enacts security standards and procedures for systems and users.

Plans and organizes workloads and staff assignments; recruits, trains, motivates, evaluates and disciplines assigned staff; reviews progress, and directs changes as needed. Maintains harmony among workers and resolves grievances. Performs or assists subordinates in performing duties; adjusts errors and complaints.

Serves as member of the City's management team, the Information Technology Manager works closely with all directors and managers to recommend, implement and support cost- effective technology solutions for all aspects of the organization.

Assures that assigned areas of responsibility are performed within budget; performs cost control activities; monitors expenditures in assigned area to assure sound fiscal control; prepares annual budget requests; assures effective and efficient use of budgeted funds, personnel, materials, facilities, and time.

## **PERIPHERAL DUTIES**

Keeps abreast of trends and developments in the Information Technology field. Recommends and implements changes to programs in areas of responsibility.

Provides backup support for related positions as needed.

Represents the company at various conferences and meetings including Council meetings. Serves as a member of various staff committees as assigned.

Performs other similar and related duties as assigned.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Education and Experience**

- (A) Graduation from an accredited four-year college or university with a degree in Information Technology, Computer Technology, or a closely related field, and
- (B) Seven (7) years of progressively responsible Information Technology experience, two (2) of which as a supervisor.
- (C) An equivalent combination of education and experience which would demonstrate the individual's knowledge, skill and ability to perform the essential duties and responsibilities listed above may be considered.

## **NECESSARY KNOWLEDGE, SKILLS AND ABILITIES**

- A. Thorough knowledge of enterprise current network standards and best practices, including security and data protection systems, operational characteristics of information technology equipment, peripherals and various platforms, including: technical knowledge of mobile, workstation and server operating systems, including Windows, Windows Server, Apple iOS, Android, and Linux.
- B. Strong technical knowledge of current network hardware, protocols, and standards,

including virtual hardware, switches, IP cameras, firewalls, TCP/IP, DNS, DHCP, VOIP, Group policy, and Remote Desktop Services. Extensive application support experience, especially with Microsoft Office, MS Exchange. Proven experience in IT infrastructure planning and development. In-depth knowledge of applicable data retention practices and laws. Experience with industrial control systems and networks. Excellent understanding of the organization's goals and objectives. Strong understanding of project management principles.

- C. Ability to establish effective working relationships with employees, contractors, and the general public; ability to communicate effectively verbally and in writing.
- D. A key value of the city is customer service. This position requires considerable knowledge, ability and skill in the principles and practices of excellent customer service as practiced in both the private and public sectors. It requires the ability to effectively meet and deal with the public; the ability to handle stressful situations; the ability to greet and respond to both external and internal customers in a friendly, pleasant and professional manner using appropriate inflection, grammar and syntax; the ability to establish and maintain effective working relationships with the employees, supervisors, and the general public; the ability to maintain a professional, courteous, and pleasant demeanor in difficult and stressful situations; and the ability to diplomatically deal with difficult people. A willingness to expend extra effort to help the public find answers or information relative to their inquiry or complaint is expected.

## **SPECIAL REQUIREMENTS**

Must possess a valid State driver's license or have the ability to obtain one prior to employment; Industry recognized certifications desired on Microsoft server operating systems and platforms, firewalls, and network administration, such as Network+, Server+, Security+, CCNA, MCITP, MCP, SonicWALL, and Citrix.

Public sector information technology experience preferred.

## **TOOLS AND EQUIPMENT USED**

Personal computer, printer, server, copy machine, fax machine, telephone, hand tools and various diagnostic tools.

## **PHYSICAL DEMANDS**

The physical requirements listed in this section include, but are not limited, to the motor/physical abilities and skills required of this position in order to successfully undertake the essential duties and responsibilities of the position. In accordance with the Americans with Disabilities Act (ADA), reasonable accommodations may be made to help individuals with disabilities to undertake the essential duties and responsibilities of the position.

While undertaking the essential duties and responsibilities of the position, the employee must repeatedly sit, speak, hear, listen and detect sounds, and use arms and hands to grip, hold, reach, or manipulate the listed tools and equipment. The employee is periodically required to walk.

The employee must periodically lift and/or move up to 50 pounds. The employee must be able to differentiate colors and see small objects at close range.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, or airborne particles.

The noise level in the work environment is usually quiet.

## **SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview and reference check; job-related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: \_\_\_\_\_  
Human Resources Manager

Approval: \_\_\_\_\_  
City Manager

Effective Date:

Revision History: