

## **IT TECHNICAL SERVICES MANAGER**

### **CLASS DESCRIPTION**

#### **General Responsibilities:**

This is responsible supervisory and professional work in directing the programs, functions, services and staff of the Technical Services Unit of the Information Technology Department. The Technical Services Unit is responsible for the network, E-mail, telephone systems, and desktop computer systems, software, setup and support. Work involves substantial project leadership; analyzing user needs; assisting users, IT staff, and City officials in meeting technological needs in the area of computer networking and network security; coordinating work in conjunction with City departments, officials, IT staff, vendors, and consultants; and performing research and development of complex and newly-emerging technologies as they may apply to City use. Work is performed under the general direction of the Information Technology Director.

#### **Examples of Duties and Responsibilities:**

Plan, organize, coordinate, supervise and evaluate the programs, functions, services and staff in the Technical Services Unit. Develop and finalize unit policies and procedures in conjunction with the Information Technology Director. Hire, train, supervise and evaluate staff and maintain effective employee relations. Resolve issues within project teams. Coordinate schedules and work hours.

Manage the City's Local Area Network (LAN) and Wide Area Network (WAN) hardware and software, including Microsoft Windows Server, network storage, network backups, LAN/WAN, equipment, routers, bridges, data switches, print devices, modems, multiplexers, hubs, fiber optics receivers, transceivers, etc. Oversee network monitoring, performance, security and diagnostics. Analyze, diagnose, troubleshoot and repair complex network and data communication problems in conjunction with IT staff and contractors/consultants.

Review construction and facilities alteration plans to recommend placement, size, and type of network equipment and services, complying with City wiring plans and anticipated growth patterns. Assist in implementing communications and computer operations systems beyond data and voice communications, including the city's enterprise video surveillance system.

Maintain effective communications with City officials, officials of other governmental agencies, school districts, business community representatives, IT staff, vendors, contractors, consultants, City department personnel, etc. on information services and network and automation-related activities or projects.

Prepare and review specifications, requests for proposals and vendor agreements. Negotiate with vendors on behalf of the Department. Manage contractor and consultant resources. Evaluate and prepare contracts.

Develop, maintain and enforce network security policies. Develop and maintain continuity of operations plans. Coordinate annual network security assessment and manage

implementation of assessment recommendations. Participate on the city-wide Emergency Management Team and Emergency Operations Center.

Plan and coordinate Unit activities with the IT Applications Development Manager and Information Technology Director including departmental planning and goal setting. Participate in the general administration of the Department. Plan, develop, prepare, monitor and manage the annual and supplemental budget recommendations for the Technical Services Division; analyze and control expenditures to ensure conformance with budget limitations and established fiscal policies. May represent Director in the absence of the Information Technology Director.

Participate in strategic planning for Information Technology. Identify and articulate needs for common city processes and business functions. Work with City agencies and IT staff to better align IT planning with agency business needs. Participate in the development and updating of Strategic IT plans.

Maintain current knowledge of information technology and management techniques.

Manage appropriate technical and procedural documentation, including necessary updates and training on the use of such documentation. Conduct and coordinate training for IT staff and end users with regard to network systems, hardware and software, procedures, standards, etc.

Perform related work as required.

## QUALIFICATIONS

### Knowledge, Skills and Abilities:

Thorough knowledge of current information technology theories, principles and practices with specific emphasis on network design and security, IP phone systems and related hardware and software, and computer support/customer service. Thorough knowledge of currently available related technology (hardware and software) and its application to City needs. Working knowledge of the full range of supervisory principles and practices, labor relations and personnel management. Working knowledge of budgeting and program administration principles and practices. Knowledge of municipal government policies, procedures, practices, and objectives; and applicable local, state, and federal laws, codes, regulations, and ordinances which affect work in this field. Ability to plan, organize and implement multi-faceted programs, functions, and activities and meet required deadlines. Ability to use a computer and software applicable to the work. Ability to communicate effectively both orally and in writing with users, department staff, City officials, vendors, and consultants. Ability to create and give presentations to groups of employees, managers, or officials. Ability to effectively communicate technical recommendations. Ability to prepare and present statistical and narrative reports including the use of graphs and charts. Ability to maintain effective working relationships with co-workers and the public. Ability to represent the agency or work unit to the public and before administrative review boards. Ability to keep accurate records and to prepare clear and comprehensive reports. Ability to prepare and effectively monitor budgets. Ability to prepare technical reports and act on study conclusions. Ability to effectively hire, train, supervise and evaluate a diverse professional,

technical and clerical support staff. Ability to balance multiple priorities effectively and efficiently. Ability to read, analyze, and interpret technical journals, financial reports, operating and procedure manuals, general business periodicals, professional journals, government regulations. Ability to distinguish between different color wires for the purpose of proper wiring. Ability to lift, position and transport equipment weighing up to 50 pounds. Ability to maintain adequate attendance.

Training and Experience:

Generally, positions in this classification will require:

Five years of directly related experience in supervising data processing programs, functions and services. Such experience would normally be gained after graduation from an accredited college or university with a bachelor's degree in computer science, management information systems or a related field. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Necessary Special Qualifications:

Ability to meet the transportation requirements of the position.

Work Environment:

Work is generally performed in an office environment using standard office equipment such as a computer, telephone, copier and fax machine. However, employees may be required to lift and move equipment weighing up to 35 pounds.

Employees may be required to travel to and access various City agencies to attend meetings and visit network sites. Employees may be expected to attend meetings during the evening or on weekends.

<b>Department/Division</b>	<b>Comp. Group</b>	<b>Range</b>
Information Technology	18	14

Approved: \_\_\_\_\_  
Brad Wirtz  
Human Resources Director

Date \_\_\_\_\_