

## **IT ADMINISTRATIVE SERVICES MANAGER**

### **CLASS DESCRIPTION**

#### **General Responsibilities:**

This is responsible professional, managerial, administrative, and supervisory work within the Information Technology (IT) Department. This position provides professional staff support in the development, analysis and administration of the department's budget; in the development and/or analysis of departmental programs, operations, and functions; and in overseeing and developing the full range of centralized administrative support functions (e.g. payroll, purchasing and contracts, and administrative support activities). Under the general supervision of the Information Technology Director, the employee functions as an integral member of the IT Leadership Team by providing expertise in the areas of staff analysis, management, and administration. Work is characterized by the regular use of independent judgment and discretion.

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

Develop, analyze and administer the IT Department's Operating and Capital Improvement budgets. Serve as the central point of contact and information for the Department, providing timely updates and clarification of city budget instructions. Serve as a liaison between the IT Director, City Departments, Mayor's Office, Finance Department, and Common Council with regard to the budget. Communicate decisions and timelines to division managers, supervisors and other key staff. Provide professional analytic expertise related to the budget. Work cooperatively with managers, supervisors and staff to discuss budget narratives and related data, and to assist in the analysis of project proposals to identify cost and budget implications as well as operational impacts. Provide justification for budgetary requests. Prepare and present reports relating to budget requests and/or analysis. Participate in the development and management of grants.

Manage the department's purchasing activities and contract processing, monitoring and compliance functions. Assist in the preparation of RFPs, RFIs and bids. Serve as a liaison with the City Attorney's Office on contract preparation. Coordinate requests from city agencies to purchase software and other items, and coordinate IT Department approval. Monitor IT contracts and related budget expense categories to identify trends or situations requiring management action. Coordinate with other IT managers on planning for IT procurements. Coordinate the processing of end user license agreements.

Oversee all aspects of the department's payroll. Manage FMLA and other leave programs. Prepare reports as needed. Supervise the department's payroll clerk. Serve in a backup capacity for payroll processing.

Participate in departmental planning for staffing, succession management, and workforce allocation and utilization. Coordinate and/or advise on recruitment and promotional processes. Work with Human Resources and IT Managers to expedite recruitments. Organize internal teams and conduct RESJ Hiring Tool Analyses. Assist with external outreach to obtain more diverse applicant pools. Assist in developing, implementing and monitoring the progress of the department's Equitable Workforce Plan.

Serve as the department's Civil Rights Coordinator. Analyze and recommend items and initiatives for use of the RESJ Impact Analysis Tool. Serve on RESJ and other teams as assigned. Identify, manage, coordinate RESJ related training for IT staff.

Serve as a member of the department's IT Leadership Team. Participate in program planning and evaluation. Participate in strategic planning/management activities and efforts. Participate in and/or conduct investigations.

Conduct research and studies, and prepare analysis and reports on a wide variety of issues. Recommend changes in policies, procedures, work assignments, and programs based on the findings. Coordinate the receipt of SSAE 16 reports from software vendors, and consult with and coordinate with IT managers on the analysis.

Complete special assignments. Serve as Project Manager on special projects. Coordinate team efforts on administrative matters and special projects. Coordinate the department's Employee Engagement program.

At the request of the IT Director, attend, participate, provide assistance and represent the IT Director at various city meetings to represent the department on budget, financial, personnel or other matters.

Perform related work as required.

## **QUALIFICATIONS**

### **Training and Experience:**

Generally, positions in this classification will require:

Three years of experience performing responsible administrative and analytic work, which included the areas of internal management; systems and procedures analysis; fiscal and budgetary management and analysis; and the development, administration, and monitoring of administrative procedures. Such experience will normally be gained after graduation from a four-year college with a degree in Business Administration, Accounting, Finance, 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 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.

**Knowledge, Skills and Abilities:**

Thorough knowledge of the principles and practices of business management and public administration, including organizational and system analysis techniques. Thorough knowledge of budgetary, financial, and accounting principles and practices. Thorough knowledge of purchasing and contracting theory, principles, and practices. Thorough knowledge of and ability to use computer software applicable to the duties of the position, including accounting and finance software. Thorough knowledge of computerized data systems, including their utilization in accounting, finance, data manipulation and projections, and budget development and monitoring. Working knowledge of supervisory principles and practices. Knowledge of RESJ concepts and practices. Ability to prepare complex capital and operating budgets, financial statements and comprehensive written reports to present persuasive recommendations orally and in writing. Ability to perform financial management audits. Ability to perform accurate calculations. Ability to advise and assist in the resolution of accounting and general management problems or issues. Ability to develop, administer, evaluate, recommend and implement changes to centralized administrative support services, and policies and procedures. Ability to conduct analytical studies of operations and functions, make recommendations, and write clear and concise reports. Ability to apply critical thinking and problem solving techniques to a wide array of issues. Ability to conduct research and manage special projects. Ability to exercise considerable independent judgment and discretion in completing assigned tasks and in challenging situations. Ability to effectively lead projects and participate as a member of a project team to improve/develop departmental programs and services. Ability to develop realistic estimates, establish realistic schedules and meet deadlines on a consistent basis. Ability to plan, prioritize and organize work. Ability to plan, supervise, schedule, and review the work of administrative or paraprofessional staff. Ability to develop and maintain effective working relationships and interact with customers, internal staff, other agencies, vendors, consultants, City officials and the general public in a courteous and professional manner. Ability to successfully work with multicultural communities. Ability to provide advice, consultation, training, mentoring and leadership to others. Ability to follow written and/or oral instructions. Ability to communicate effectively both orally and in writing. Ability to maintain adequate attendance.

**Special Requirements:**

The incumbent of this position may be expected to attend Common Council and Finance Committee meetings, as well as other public meetings as required. Such meetings generally take place outside the regular work day during evening hours.

**Physical Requirements:**

Work is primarily sedentary in nature and performed in an office environment. Employees will be expected to use standard office equipment such as a telephone,

computer, calculator, copier, and fax machine. Work may involve occasional travel to various City facilities in order to attend various meetings, both during and after regular work hours.

<b>Department/Division</b>	<b>Comp. Group</b>	<b>Range</b>
Information Technology	18	10

Approved: \_\_\_\_\_  
Harper Donahue IV  
Interim Human Resources Director

Date