

Classification Specification
INFORMATION TECHNOLOGY MANAGER

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FLSA Status: Exempt

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SERIES CONCEPT

The Information Technology (IT) Manager is the highest-level IT position in the organization. The IT classification series includes: IT Manager, IT Network Analyst, IT Specialist, and IT Technician.

GENERAL DESCRIPTION

The Information Technology Manager, manages and coordinates the activities and operations of the agency's IT systems, equipment and services. Responsibilities include: providing overall IT leadership for the agency; working closely with agency staff, customers, consultants, and vendors to deliver effective IT solutions to address agency business needs; agency cybersecurity; performing analysis, design, acquisition, installation, operation, maintenance, and troubleshooting of agency IT systems, applications, cloud services, conference room audio visual systems, and telephones; managing IT staff, contract employees, services, and consultants.

Positions in this classification may manage other projects/programs and perform other planning duties.

ESSENTIAL JOB FUNCTIONS

- Develops, reviews, and updates IT goals and objectives for the agency. In the planning process, considers cost-effectiveness and makes recommendations that maximize the performance, security, and reliability of agency IT resources. Implements plans and uses resources wisely. Researches and evaluates new technologies and strategies to guide agency decision-making; reviews current literature, strategies used by other entities, and other resources to keep informed of new technological advances. Conducts needs assessments to analyze agency business requirements; translates needs assessments into services and systems that deliver maximum efficiency and effectiveness.
- Acts as project manager coordinating the implementation and upgrade of agency IT hardware, software, applications, and services. Negotiates pricing, licensing, and services contracts with vendors and coordinates acquisition, installation, integration and testing.
- Performs network and system administration including the monitoring, securing, tuning, updating, and reconfiguring of IT systems and services to ensure performance, security, and reliability. Identifies and troubleshoots hardware/software/service problems; works with vendors to ensure prompt solutions. Implements, operates, and maintains backup and disaster recovery systems and strategies.
- Provides user support, consultation, training, and documentation, as needed, to facilitate staff IT usage and acts as a technical resource.
- Drafts cybersecurity policies and standards; specifies, implements, operates and maintains security systems and services that provide detection, prevention, containment, and deterrence mechanisms to protect and maintain the integrity of the agency's IT infrastructure, data, and cloud services. Cybersecurity systems and services include next generation firewalls, network and host intrusion prevention, vulnerability management, security information and event management, packet capture, anti-virus, anti-malware, anti-spam, multifactor authentication, and patch management. Analyzes security events, conducts incident response, forensics and remediation. Removes unneeded applications and conducts hardening of systems to reduce attack surface. Teaches and coordinates security awareness training for staff.
- Participates in the creation of agency IT budgets; manages and monitors revenue/expenditures during the year. Works with vendors and consultants to acquire equipment, applications and services; negotiates and writes contracts with consultants; administers maintenance contracts.

- Develops and manages the agency's internet services; manages contracts for internet access with internet service providers (ISPs) and the digital circuits connecting the agency to the internet; manages the agency remote access system.
- Configures, maintains, updates and troubleshoots agency's phone system, and mobile devices. Also manages agency voice and mobile services contracts.
- Works with staff on initiatives such as new technology needs and assists with finding appropriate solutions.
- Develops strategic alliances with other governmental agencies and private entities to improve TRPC's information technology effectiveness.
- Manages IT staff, contracted employees, and consultants.
- Manages conference room audio visual systems.

OTHER JOB FUNCTIONS

The Information Technology Manager is a member of the agency's Executive Management Team.

DISTINGUISHING FEATURES

The Information Technology Manager classification is distinguished by the high level of responsibility for the design, operation, management, cybersecurity, and maintenance of the agency's network, IT services and associated technology. This classification works independently and exercises considerable professional judgment. This classification requires a comprehensive knowledge of IT system design and operation, and makes recommendations to executive management regarding technology expenditures. This classification also has management responsibility for the IT team.

WORKING CONDITIONS

Work is performed indoors in an office environment. The ability to lift computer components, move furniture, work in tight spaces or on ladders is occasionally required. Must maintain a level of physical and mental fitness necessary to perform the essential functions of the position.

EDUCATION & EXPERIENCE

EDUCATION – MINIMUM:

Bachelor's degree in computer science or related field.

EXPERIENCE – MINIMUM:

Five years of increasingly responsible experience in Information Technology. Experience managing IT operations, cybersecurity, and overseeing computer upgrades and installations.

PREFERRED:

Project management and fiscal management experience. two years of experience in a supervisory role.

OR SUBSTITUTING

Any demonstrated combination of experience and education that provides the applicant with the required knowledge and abilities.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Servers, Desktops, Laptops, Mobile Devices, and Related Applications
- Wired and Wireless Networking
- Cybersecurity
- Data Backup and Disaster Recovery
- Hardware and Software Virtualization
- Cloud Services Management
- Storage Area Networks

- Internet Technologies
- Email Administration
- Remote Access
- VOIP Telephone Systems
- IT Licensing, Management, and Procurement
- Data Analysis and Database Administration
- Fiscal, Staff, and Project Management
- Networked Printers and Copiers Administration
- Webserver and Website Management
- Mobile Computing

Ability to:

- Stay up to date with rapidly evolving information technology.
- Analyze business needs and design effective solutions.
- Use innovative and creative approaches to problem solving.
- Troubleshoot difficult problems efficiently to get business critical systems back online quickly.
- Assist staff and customers of every skill in a supportive, courteous manner and provide excellent customer service.
- Understand, utilize, and provide complex information technology systems and services.
- Plan, manage and work on multiple, simultaneous, complex projects with competing priorities.
- Plan, organize, and oversee varied work programs, including monitoring the budget, work schedules, grant requirements, vendor contracts, and progress reviews.
- Evaluate, negotiate, and purchase IT systems and services.
- Manage contracts for IT services such as maintenance/support, cloud, and telecommunications.
- Communicate in a clear understandable manner with both non-technical and technical persons and write clear and concise reports including system documentation.
- Direct and coordinate the work of agency staff members, consultants, and managed services.
- Collaborate with other staff to ensure delivery of quality services and facilitate work in a group setting.
- Establish and maintain effective working relationships.

SPECIAL REQUIREMENTS

Must be willing to work evenings, weekends and holidays, as required.