THURSTON 9-1-1 COMMUNICATIONS

IT Manager

**Classification Specification
0513**

Department:	**Information Technology**
Pay Plan/FLSA Status:	**MTP/Exempt**
Reports to:	**Executive Director**
Supervises:	**IT Systems Administrator**

GENERAL DESCRIPTION

The IT Manager plans, organizes and manages the technical installation, maintenance, enhancement and operation of computer software or system hardware for multiple applications of a complex nature or a large, major application that is vital to program delivery.

This job description reflects the general concept and intent of the classification and should not be construed as a detailed statement of all the work requirements that may be inherent in a position.

ESSENTIAL JOB FUNCTIONS

Delivers system-wide technical leadership specializing in two or more of the following areas:

1. Business Application Support: Programming, web design and programming, systems development, business analysis, database administration, business application support, systems integration, disaster recovery planning and management.
2. Desktop Support: Personal computer support, service desk environment, network support, software support and training.
3. Network Support: Local and wide area networks, infrastructure support, server management, security, telecommunications support.
4. Geographic Information Systems (GIS) Support: Coordination and development of land based mapping applications.
5. Information Technology Project Management: Manage large-sized technology projects. Coordinates the activities of the project team members and creates Requests for Proposals (RFP) for new systems.

Manages assigned operations to achieve goals within budgeted funds and available personnel; plans and organizes workloads and staff assignments, reviews progress, directs

changes in priorities and schedules as needed to assure work is performed in a timely and efficient manner.

Participates in planning department training and employee development efforts, including cross-training for information technology staff. Recruits and recommends selection of staff, develops procedures and performance standards, provides training, monitors progress and evaluates employee performance. Works with Executive Director and Human Resources to address employee issues and concerns.

Prepares and justifies budget for assigned operations based on resource requirements, cost estimates, objectives and departmental goals. Analyzes the cost/benefit of software updates and/or hardware changes and the impacts on other software and equipment; recommends appropriate action to assure cost-effective, efficient and continued computer services. Prepares and presents information to management, user agencies, and/or other audiences. May develop or manage the development of IT training programs to meet system-wide needs.

Oversees the resolution of help desk and other third party issues. Resolves inquiries, problems, complaints, or emergencies affecting availability or quality of services. Responds to sensitive, technical, or complex inquiries or service complaints.

Assures compliance with all federal, state and local security requirements.

Functions as the FBI CJIS security officer for the agency.

Recommends and monitors standards for hardware and software. Recommends future directions on new projects, including working with user agencies to ensure their information technology projects are compatible with TCOMM systems. Manages assigned areas for system security, including internal and external access, recovery standards and required procedures and documentation.

Plans and coordinates installation of hardware, software, and data communication updates, changes and enhancements. Develops and maintains equipment and software replacement and upgrade schedule.

Provides technical advice to Information Technology staff and other departments on systems, software, hardware, and data communication. Interfaces with third party technical support personnel and support vendors.

Researches and remains current with information technology and trends.

Performs other duties as assigned.

DISTINGUISHING FEATURES

The IT Manager is distinguished from the IT Systems Administrator classification by the high level of knowledge and expertise in a specific area along with supervisory responsibility for a team and the management of large, complex information technology projects. Work is performed with independent judgment, with accountabilities for the team's goals and

objectives and general responsibility for meeting objectives and the economics of IT infrastructure.

WORKING CONDITIONS

Work is performed primarily in an office environment. Employee may sit for long periods of time at a computer screen, attending meetings, etc. Physical exertion is required for lifting usually not exceeding 50 lbs. Installation of various computer parts may also require bending, kneeling, stooping, reaching, and crawling.

During emergencies or special projects, this position may be required to work an irregular and changing schedule, which may include working extended hours to correct technical issues, attending early morning or evening meetings, working weekends and holidays, and/or be available by phone to answer questions or be called in.

QUALIFICATIONS

Bachelor's degree in computer science, management information, business administration, GIS or related field and five years of progressive responsibility with at least two years of the five in a supervisory capacity. Additional experience may substitute for up to two years of education.

Experience must include a demonstrated knowledge in two or more of the following to successfully perform the essential job functions of the position:

- Thorough knowledge of personal computer hardware, operating systems, office automation software, printers, plotters, etc.
- Thorough knowledge of networks, servers, communication devices, system/network security and telecommunication systems.
- Thorough knowledge of programming languages, database products, and integration techniques on multiple computing platforms.
- Thorough knowledge of GIS software, hardware, data standards, concepts, programming, geo-processing functions and techniques.

Must possess a valid Washington State Driver's License or have requested and obtained an appropriate accommodation.

Employment is contingent upon passing a security background investigation.

DESIRED SKILLS

Professional IT certification is preferred.

Ability to communicate effectively both orally and in writing with all levels within the organization, and to establish and maintain effective working relationships.

Ability to manage large, complex information technology projects; organize and prioritize work and maximize the utilization of computer resources.

Ability to train, organize, coach, facilitate groups and evaluate the work performance of staff.

Ability to participate as a member of a self-directed work team and utilize the resources of other team members.

Approved 10/26/2011