



Job Description  
Job Code: 230  
Range: 33

## INFORMATION TECHNOLOGY MANAGER

**DESCRIPTION:** Under limited supervision by the Administrative Services General Manager (A.S.G.M.), is responsible for supervising and managing IT staff to ensure that technical solutions in support of software and hardware, operating systems, advanced PC applications, and Internet and website services are properly met. Detailed knowledge of local and wide area network hardware and software, demonstrating knowledge of network technology, including server and workstation configuration, operating system installation, and maintenance.

**CLASSIFICATION:** This is an exempt, full-time, classified position with full benefits.

**ESSENTIAL FUNCTIONS:** Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this classification.

### TASKS:

- Supervises and mentors IT Technicians
- Manages all consultants and contractors dealing with information technology
- Develops and implements policies, procedures and documentation relating to network resources and needs
- Maintains statistical information regarding network performance and usage
- Develops the annual IT budget to include operation and maintenance costs, capital cost, and contractual costs for the entire City organization
- Ensures that the City's network infrastructure is safe and secure from intrusion by maintaining and updating security software
- Develop strategic network plans
- Ensure completion of assigned work on a timely manner
- Ensure that LAN/WAN support and training is available for all City Departments
- Ensure that there is 24X7 on-call support for network infrastructure
- Cross training IT staff in all aspects of network operations
- Develop reporting as requested by the Administrative Services General Manager
- Other tasks and duties as determined and assigned by the Administrative Services General Manager

### SECURITY

- Must be able to obtain DPS Level D Terminal Operator Certification (TOC).
- Must pass background check equivalent to that performed on police officers and shall not have been convicted of a felony or any other offense that would result in a felony if committed in Arizona.
- Must pass polygraph.
- Must pass fingerprint check.

### KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge in Network Design, Development and Administration.

## Information Technology Manager – (Continued)

- Knowledge of security fundamentals including public safety security protocols
- Must have IT project management experience.
- Must be familiar with Voice Over Internet Protocol (VoIP) technology.
- Knowledge of Wi-Fi technology.
- Must have technical knowledge of smart phones and their capabilities.
- Must have familiarity with the following: All Windows operating system, including those dating back to XP, Server/MS SQL, MS Office Professional, TCP/IP protocols, Cat-5/6 cabling/punch down, and Ethernet 10/100/1000 topology. Ability to communicate in non-technical terminology.
- Must have the ability to analyze, diagnose, troubleshoot complex problems and resolve them with minimal disruption to the system users.
- Must possess good analytical skills.
- Must be able to travel some.
- Ability to learn and support new systems and applications.
- Requires good interpersonal skills.
- (Preferred) Microsoft Certified Professional (MCP)
- (Preferred) Cisco Certified Network Administrator (CCNA)
- (Preferred) Website design experience
- (Preferred) Social media experience

**PHYSICAL REQUIREMENTS:** The physical demands described here are representative of those that must be met by an employee to successfully perform 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 is occasionally required to stand, walk, use hands to finger, handle, feel or operate objects, tools or controls, and reach with hands and arms. The employee is occasionally required to sit, climb or balance, stoop, kneel, crouch or crawl, talk, and hear. The employee must occasionally lift and/or move heavy packages and equipment. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**MINIMUM REQUIREMENTS:** Associate of Arts degree with major course work in computer information systems or a related field or any combination of experience and training that would provide the required knowledge and abilities. Five years of managing an IT department desired. Must possess and maintain a valid Arizona driver's license. May be required to work other than normal business hours, including weekends and holidays.

**SPECIAL REQUIREMENTS:** Must live within 30 minutes travel time of City of Cottonwood Information Technology office.