



Department:	<i>Information Systems</i>
Bargaining Unit:	<i>Executive Management</i>
Salary Range:	<i>Contract</i>
Last Revision:	<i>December 17, 2008</i>

INFORMATION SYSTEMS and TECHNOLOGY DIRECTOR

DEFINITION

Under general direction of the City Manager, performs responsible administrative and technical work in the planning, design, installation and maintenance of City-wide and departmental information systems, including telecommunication systems and oversees the information technology services for the City of Hollister. The position's scope of duties and responsibilities range from providing direction on policies to standardizing the organization's computer hardware, software, and telecommunication systems to providing hands on assistance and training to City departments and the various systems. This position exercises independent judgment and discretion in formulating, managing and controlling administrative functions and strategic planning for information systems. The Information Systems Department includes the areas of applications development, central computer operations, hardware, software, and peripherals, network support and maintenance, and telecommunications.

SUPERVISION EXERCISED

Receive general direction from the City Manager.

Exercises direct supervision over city staff as assigned.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Duties may include, but are not limited to, the following:

Directs and manages City-wide information technology systems and activities. Leads and develops technology strategic plans and implementation strategies. Provides leadership to the City Manager, City Council, and Department Directors in integrating and aligning technology with business plan objectives. Plans, organizes, directs and evaluates the Information Systems Department and its operations to ensure effective support for organizational objectives and efficient and effective implementation of initiatives.

Works closely with City departments, coordinates the development and implementation of information systems to achieve City-wide goals, objectives, and policies, with focus on providing City-wide computer hardware and software standardization.

Assigns, reviews, and appraises the work of department staff; interviews, selects, and trains staff; documents and carries out discipline.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Develops and recommends long-term plans and strategies for effective utilization of information technology systems.

Develops management systems, procedures and/or standards for prioritizing projects, allocating resources, selection systems, and evaluation existing programs.

Conducts needs analysis, researches and, in oral and written form, recommends hardware/software systems and application, which will interface with existing computer systems, comply with policy standards and user needs.

Directs and manages interdepartmental technology governance, planning and coordination activities to accomplish specific City-wide objectives.

Coordinates the development of specification, selection, acquisition, configuration, and implementation of information technology systems in such areas as financial software, land management, geographic mapping, computer aided-dispatch, records management, and interdepartmental network systems.

Negotiates and administers final contract agreement with vendors for implementation, maintenance and training of City staff; modifies such agreements as needed.

Develops work plans, including work activities and project implementation schedules; monitors work flow; and reviews and evaluates work products, methods, and procedures.

Analyzes technical reports and legislation; evaluates impact upon City operations; recommends and implements equipment, policy and procedural improvements.

Performs simple to complex computer system design and programming.

Performs diagnosis of hardware and software problems; installs, repairs or arranges for repair or replacement of faulty equipment and software. Performs general inspection and maintenance of hardware and software systems.

Interprets and explains operation policy and procedures to other City staff and the general public as needed.

Project management to include oversight of funding allocations, oversight and coordination of resources.

Coordinates training sessions and/or assists users in learning the use of computer equipment and peripherals, and software packages including work processing, graphics, data base languages, computer aided drafting and spreadsheets applications.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Installs computer hardware, peripheral equipment and program applications; coordinates the installation of cabling and other installation requirements.

Maintains or coordinates with City department back-up systems for files from all critical applications, with appropriate depth to allow recovery from the advent of multiple disasters.

Communicate clearly and concisely, both orally and in writing.

Performs related duties as assigned.

OTHER JOB RELATED DUTIES

Maintains program documentation on all computer systems and applications; prepares basic instructional guides on various applications, as needed.

Attend and make presentations at City Council, interagency, commission and other meetings and conferences.

Provides highly responsible staff assistance to the City Manager; prepare and present staff and City Council reports and other necessary correspondence.

Maintains all system hardware inventory and maintenance agreements; maintains and monitors records on preventative and corrective equipment maintenance; response and repair times on equipment failures; records on utilization, cost and charges; and as required, resolves problem areas.

Prepares the operation's budget, including budgeting for City-wide information and communication systems needs and assisting in the forecast of additional funds needed for staffing, equipment, materials and supplies; administers the approved budget.

Provides responsive on-going support and training on City telephone and voice mail equipment and software; and administers telephone and voice mail vendor contracts and services.

Provides responsive on-going support and training on City online presence such as the City of Hollister website among other City-related online programs.

Serve as technical advisor to the City Council, City Manager and other City departments.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of information technology systems used in a municipal government setting, including state of the art hardware, peripheral equipment, and applications for computer, telephone and data communication systems.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Administrative principles and practices used in development of organizational policy and goal setting; program development, implementation and administration; budgetary techniques and controls; and supervision of personnel as required.

Pertinent local, State, and Federal laws, rules, and regulations.

Principles and techniques of systems analysis, design and programming.

Requirements and procedures for setup and minor maintenance of computer peripherals; and techniques for troubleshooting basic computer problems and restarting jobs.

Basic principles of municipal budget preparation and control.

Principles of supervision, training and performance evaluation.

Safe driving principles and practices.

Skill to:

Analyze and resolve hardware and software problems; install hardware, peripheral equipment and program applications; and system design and programming.

Ability to:

Coordinate the design, selection, and implementation of computer and telecommunication systems.

Establish realistic work priorities, set and meet long and short term goals within allocated resources.

Administer work plans, monitor progress and, as required, take action to meet establish completion dates.

Communicate technical information in non-technical terms in order.

Work cooperatively in an innovative team environment; and establish and maintain effective working relationships with other City staff, outside vendors, and outside agencies.

Analyze information system problems and requirements, and recommend appropriate action.

Provide lead direction and/or train City staff.

Analyze a variety of technical documents; prepare comprehensive reports; prepare and administer a budget; maintain detailed records.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Experience and Training Guidelines

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Ten (10) years of increasingly responsible work experience in computing, security networks, and telecommunications field, experience in Information Technology operations, programming, systems analysis, strategic planning, project management, including Five (5) years of management and supervisory experience.

Training:

Equivalent to a Bachelor's Degree from an accredited four-year college or university with a degree in major course work computer and information science, information systems management, business administration or a related field.

Licenses and Certificates:

Possession of, or ability, to obtain an appropriate, valid Class C driver's license.

Special Requirements

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment. While performing the duties of this job the employee is frequently required to bend, stoop, walk, sit, talk or hear, twist, crawl under desks and in tight spaces to install or repair equipment. The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools or controls. Occasionally lift up to 50 lbs.

Ability to successfully pass extensive background investigation.

Effective Date: December 17, 2018

