

CLASS SPECIFICATION
INFORMATION SYSTEMS MANAGER I

PAY GRADE: 59
CLASS CODE: 30003069
EFFECTIVE: December 13, 2018

CLASSIFICATION SUMMARY

Reports to an Information Systems Manager II or III, or other management-level position within the Bureau of Technology Services (BTS). Under general direction, plans, manages, supervises, coordinates, and evaluates communication or information systems activities and operations.

Responsibilities include: managing the planning, implementation, monitoring, and reporting of assigned organizational unit programs or activities; assisting in determining unit goals and standards; providing staff with leadership, direction, and support; developing staff work schedules, deadlines, workflow, methods, and standards of acceptable work; ensuring implementation of the goals and mission of unit; developing, implementing, and monitoring practices to improve customer service; reviewing and managing budget allocations; managing subordinate supervisors and direct reports.

DISTINGUISHING CHARACTERISTICS

Information Systems Manager I is the first of three classifications in the Information Systems Manager series.

Information Systems Manager I is distinguished from Information Systems Manager II in that the former is responsible for a smaller number of staff, less complex information system services, and has limited managerial discretion in allocating financial resources.

Information Systems Manager I is distinguished from Information Systems Supervisor in that the latter is responsible for directly supervising and assigning tasks to subordinate staff and the former is responsible for managing organizational units and supervising subordinate supervisors and staff.

Information Systems Manager I is distinguished from the Manager series in that the former exercises management responsibilities over organizational units specifically responsible for specialized technology and communications solutions within BTS and requires specialized education, knowledge, and/or training.

ESSENTIAL FUNCTIONS

Depending on the assignment, the incumbent may perform a combination of some or all of the following duties, and perform related duties, as assigned.

General Duties:

1. Manage the organizational unit in carrying out the City's and Bureau's vision, mission, and objectives; assist in the development of strategies, policies, and initiatives to implement the strategic plan; provide financial administration; implement and administer policies, procedures, programs, goals, and objectives.
2. Responsible for information system services and activities including the overall design, management, and evaluation of information systems; direct the development and administration of policies and procedures for information systems including contract administration, maintenance, and security; manage the work of consultants including selection, negotiating terms

and conditions, and authorizing work and payments; ensure all activities are consistent with City strategic direction and standards.

3. Assist in the preparation of strategic plans and lead the development of unit goals, objectives, policies, standards, priorities, and tactical work plans for the implementation of information systems; develop, implement, improve, and evaluate programs, projects, workflow, methods, processes, systems, procedures, and work products in accordance with plans, budgets, and policies; perform specialized financial, revenue, budgetary, and management studies and analyses.
4. Work with Bureaus/Offices to develop solutions and Service Level Agreements; ensure delivery of services consistent with BTS Service Level Agreements.
5. Participate in unit budget development and administration; forecast resources needed for staffing, equipment, materials, and supplies; manage unit and project budgets, including program, payroll, operating, and capital; monitor budget to actual revenues and expenditures and suggest mid-year or other adjustments; direct and oversee budget cost/benefit and resource requirement analyses.
6. Develop and establish performance requirements and personal development targets for staff; coach, train, and manage performance; monitor and provide coaching for improvement and development; evaluate performance and complete annual performance reviews.
7. Review and analyze relevant statutes, regulations, ordinances, and policies in terms of impact on unit and to ensure compliance.
8. Oversee, manage, participate in, and evaluate the design, development, acquisition, and implementation of computer system hardware, software, and data communications solutions and resolve issues.
9. Collaborate with other Bureaus/Offices to analyze business needs; recommend specific hardware and software solutions; assign, monitor, and evaluate project staff; serve as project manager.
10. Conduct analysis of programs and services to identify and formulate improvements and efficiencies; work with subordinate supervisors to implement improvements and efficiencies.
11. Provide leadership to attract, develop, and retain diverse, highly competent, service-oriented staff that support the City's and Bureau's mission, objectives, and service expectations; create and promote an equitable workplace that demonstrates an environment respectful of living and working in a multicultural society; ensure that employees are provided with guidance and opportunity to correct deficiencies, and appropriate discipline procedures are implemented.
12. Ensure information system and program security compliance with federal, state, local, and industry laws, regulations, rules, and policies.

Specific Duties:

In addition to the General Duties, the incumbent may perform a combination of some or all of the following duties specific to the position.

1. Manage and coordinate the development and maintenance of Citywide and specialized applications; develop, plan, implement, and maintain new applications and technological solutions.
2. Plan, manage, supervise, and coordinate the City's enterprise data management activities and operations; participate in the development of a strategic plan for enterprise data management.
3. Manage network and/or server deployment, including design, configuration, testing, implementation, and complex troubleshooting activities; manage information systems infrastructure; maintain network security and firewalls and intrusion protection devices; develop wide area, local area, and wireless data networks.
4. Manage and support a broad range of telephony technologies and environments; construct and maintain a metro fiber environment; develop, implement, and maintain policies and procedures for installing and maintaining the City's telecommunications environment; oversee research, evaluation, and implementation of new technologies.

5. Manage the eGovernment program, which is designed to enhance online accessibility and interaction with City information and services; improve City Bureau/Office web presence; develop web and mobile applications for Bureaus/Offices; support the City's Open Data Initiative.
6. Ensure that the core services of the spatial data hub, GIS software and portlandmaps.com are available and up-to-date; coordinate stakeholders and GIS users to define requirements, prioritize work, and deliver solutions.
7. Support the technology needs of the City's emergency dispatch functions; ensure all emergency data/voice recording and reporting are catalogued and available to customers.
8. Develop, monitor, and oversee Citywide information security policies and procedures; develop and implement security plans
9. Manage and oversee the planning, design, and implementation of information technology capital projects; oversee procurement and administration of contracts with vendors and consultants; solve project integration and utilization issues; oversee updates and changes.

SUPERVISION RECEIVED AND EXERCISED

The work of this classification is performed under general direction by an Information Systems Manager II or III, or other management-level position.

Directly supervises a minimum of four (4) employees. Indirectly supervises staff assigned to subordinate supervisors.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED

1. Thorough knowledge of the principles and practices of leadership, operational and strategic planning, business communication, public administration, program evaluation, and budget preparation and administration.
2. Thorough knowledge of principles of management, supervision, training, and performance evaluation.
3. Knowledge of relevant federal, state, and local laws, statutes, regulations, and ordinances, and the ability to analyze, interpret, explain, and apply them.
4. Knowledge of principles, practices, and techniques of systems analysis, information technology, and/or communications systems management, including application design, hardware and software applications, and equipment.
5. Knowledge of the principles, practices, and techniques for building and managing an information technology or communication systems operation to meets the needs of a multi-disciplined public agency.
6. Knowledge of project management methods, tools, and techniques, including project cost accounting, change management, and control.
7. Ability to manage functions and operations, including personnel management, budget administration, and apply program practices to diverse and complex City services.
8. Ability to communicate effectively, both verbally and in writing; present information, proposals, and recommendations clearly and persuasively in public settings.
9. Ability to apply analytic and problem-solving skills to independently develop sound decisions, conclusions, and recommendations.
10. Ability to establish and maintain effective working relationships with those contacted in the course of work; demonstrate tact, diplomacy, and patience, and gain cooperation through discussion and collaboration.
11. Ability to manage a multicultural workforce, promote an equitable workplace environment, and apply equitable program practices to diverse and complex City services.
12. Ability to analyze Bureau/Office business, communication, and information technology needs, identify alternative technological approaches, and develop integrated, efficient, and cost-effective implementation plans.

MINIMUM QUALIFICATIONS REQUIRED

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education/Training: Bachelor's degree from an accredited college or university with major course work in information technology, telecommunications, computer science, engineering, or related field;

AND

Experience: Six (6) years of progressively responsible information technology management experience, including three (3) years in a supervisory role.

Special Requirements and/or Qualifications:

Specific experience or certification may be required for certain positions.

A valid state driver's license may be required for certain positions.

Preferred Qualifications:

Experience working for a public agency in a supervisory or management role.

A professional certification or specialized training in information technology or communications.

Bargaining Unit: Non-represented

FLSA Status: Exempt

HISTORY

Revision Dates: