

**CLASS SPECIFICATION**  
**INFORMATION SYSTEMS MANAGER II**

**PAY GRADE: 60**  
**CLASS CODE: 30003070**  
**EFFECTIVE: December 13, 2018**

**CLASSIFICATION SUMMARY**

Reports to an Information Systems Manager III, Director, or other executive-level position within the Bureau of Technology Services (BTS). Under minimal direction, plans, manages, supervises, coordinates, and evaluates 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 II is the second of three classifications in the Information Systems Manager series.

Information Systems Manager II is distinguished from Information Systems Manager I in that the latter 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 II is distinguished from Information Systems Manager III in that the latter requires less oversight and has substantial discretionary authority to develop and execute program policy, to make decisions with a greater Citywide impact, and to allocate program resources.

Information Systems Manager II 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 management; develop 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. Direct unit budget development and administration; forecast resources needed for staffing, equipment, materials, and supplies; manage unit 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 managers and 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
2. Manage and coordinate the development and maintenance of production systems including the utility billing, Citywide financial, accounting, and enterprise resource planning systems; develop, plan, implement, and maintain new applications and technological solutions.
3. Manage Citywide information technology support center operations; plan, organize, and direct call center operations.
4. Plan, coordinate, and direct a quality assurance program ensuring development, delivery, and sustainable support of BTS technical services are consistent with established standards, performance and reliability targets, and service level requirements.

5. Develop, monitor, and oversee Citywide information security policies and procedures; develop and implement security plans.
6. 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 minimal direction by an Information Systems Manager III, Director, or other executive-level position.

Directly supervises a minimum four (4) employees. May indirectly supervise 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, and fields related to the mission and purpose of the Bureau.
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 and information technology and/or communication 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 operation that 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 customer 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:** Eight (8) years of progressively responsible information technology management experience, including four (4) 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: