



## City of Bexley IT Manager Position Description

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|------------------------------|--------------------------------|
| <b>Position Title:</b>       | Information Technology Manager |
| <b>FLSA Status:</b>          | Non-Exempt                     |
| <b>Civil Service Status:</b> | Unclassified                   |
| <b>Overtime Eligibility:</b> | Ineligible                     |
| <b>Reports to:</b>           | Mayor                          |
| <b>Department:</b>           | Technology Department          |
| <b>Salary Range:</b>         | \$55,000 to \$77,000           |

### Purpose of Work

The Information Technology Manager will manage and configure the City's technological infrastructure to best meet the City's information needs and strategic priorities. This position plans, organizes, and implements programs, policies, and strategies to best utilize the technical resources available to City employees and other stakeholders; reports progress of major activities to the Mayor, the management team, and/or City Council.

### Essential Position Functions

1. Responsible for the maintenance of City's technological infrastructure, including all networks and software systems; VOIP phone system; Police Department technology; Water Department wireless metering system; security systems and surveillance for City facilities; and the management of the City's copier contracts.
2. Plans and executes upgrades to the City's technological infrastructure, with a focus on enhanced performance and greater efficiency of resources.
3. Provides service to all departments of the City, with an emphasis on clear communication and outstanding customer service.
4. Manages vendor contracts, including the management of contract personnel to assist with the City's technological needs.
5. Assists in the preparation and management of the Technology Department budget.
6. Forms and maintains the Technology Department's long range and strategic planning.
7. Serves as a liaison to government agencies and committees/commission as assigned.
8. Makes presentations to City Council to support the implementation of Technology Department programs.
9. Prepares and maintains correspondence, news releases, various reports, grant requests, etc as they pertain to technology.
10. Other duties as assigned.

## Supervisory Responsibilities

Supervises contract personnel as assigned and appropriate.

## Minimum Qualifications

1. Bachelor's Degree in a related field and 5+ years experience in an Information Technology field. Experience to include customer service experience.
2. Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

## Knowledge

1. Current technical understanding of hardware and software requirements, best practices and innovative technology service delivery.
2. Network Operating Systems related to performance of the essential functions of the job.
3. Major networking equipment including, but not limited to, switches, routers, and fiber optics.
4. Client based applications related to performance of the essential functions of the job.
5. Web tools and concepts.
6. Geographical Information Systems.
7. Any technical related certifications a plus.

## Skills & Abilities

1. Strong interpersonal skills including the ability to: serve as a role model, demonstrate sound judgment, resolve problems and conflicts equitably, and assist in the maintenance of a forward-moving team environment.
2. Innovative outlook, with a proven ability to apply new technology in creative and meaningful ways.
3. Experience planning and managing budgets.
4. Maintains composure and professionalism under pressure.
5. Sensitive to deadlines and completes work accurately and effectively in a timely manner.
6. Demonstrated ability to develop and maintain effective working relationships with internal and external stakeholders.
7. Ability to define problems, collect and evaluate data, establish facts and draw valid conclusions. Demonstrable analytical and research skills.
8. Ability to solve practical problems and deal with problems involving distinct tasks and functions in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
9. Ability to read and analyze technical plans and specification, and interpret common technical journals, financial reports, and legal documents.
10. Ability to effectively present information to top management, public groups, and/or City Council.
11. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Ability to apply concepts of basic algebra and geometry.

12. Project management experience including planning, tracking, and evaluating projects.
13. Ability to work a flexible schedule, including nights and weekends, as needed.
14. Ability to maintain confidentiality and use appropriate judgment in handling information and records.
15. Excellent written and verbal communication and presentation skills.
16. Must have valid Ohio Driver's License.
17. Must be insurable under City's fleet insurance coverage.

### Physical Demands:

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 regularly required to stand, walk, use hands to finger, handle or feel, reach with hands and arms; climb or balance, stoop, kneel, crouch or crawl and taste or smell. The employee is occasionally required to sit. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

### Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing 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 regularly exposed to variations in temperature and weather conditions, including but not limited to, snow, rain, and humidity. The employee is occasionally exposed to moving mechanical parts; fumes or airborne particles and risk of electrical shock. The noise level in the work environment is usually moderate.

## Description of Bexley's Technology Environment:

The City of Bexley has a technological environment that serves a broad range of City departments with varied needs and resources in place.

Key technological infrastructure includes:

- A Novell-based network environment. The City has a competent Novell contractor, and candidates do not necessarily require Novell experience. One of the goals of this position will be to migrate the City away from the current Novell environment.
- Cisco based network infrastructure and a Cisco VOIP system.
- Tri-tech Police Department CAD and RMS
- BDS Building Department Software
- SSI Accounting Software
- Hexagram Wireless Water Metering system
- Fiber connectivity between all facilities
- Police Department User Profile:
  - 8 cruisers with mobile computing and data
  - Modern dispatching center including 911 services
  - 800/400 mHz Radio System
  - 12+ desktop PCs
  - Server room
  - 2 copiers
  - Tri-tech CAD & RMS software
- Recreation Department User Profile:
  - 6+ desktop PCs
  - 1 copier
- Service Department User Profile:
  - 3+ Desktop PCs
  - 400 mHz Radio System
- City Hall User Profile:
  - 12+ Desktop PCs
  - 3 copiers
  - SSI Accounting software; BDS building department software; CMI Mayor's Court software

Anticipated technological programs and development over the next 1-3 years includes:

- Movement of City Hall and Service Garage facilities and associated technological infrastructure
- Installation of a comprehensive security and surveillance solution to all City facilities
- Transition away from the current Novell environment
- Emphasis on exploiting technological advancements to support the Police Department's efforts in data management, investigations, and crime deterrence.
- Emphasis on enhancing the quality and functionality of desktop computing