

## Information Services and Technology Manager

### PURPOSE AND NATURE OF WORK

Positions in this classification responsible for planning, coordinating, directing, and facilitating the computer-related work of the Information Services and Technology Department. Positions so classified typically work in a specific area (e.g., GIS), but are expected to work in collaboration with other areas on a regular basis to ensure the efficient and productive use of departmental resources. Information Services and Technology Managers supervise and direct the work of systems analysts, programmer analysts, systems support specialists, technical specialists, database administrators, network administrators and other similarly-classified, computer-related positions and report directly to the Chief Information Officer.

### ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Provides direction, guidance, and support to subordinate personnel in the assigned workgroup, including providing/monitoring training, analyzing and providing solutions to complex problems as they arise, serving as a point of contact on the latest advancements in information services and technology, distributing assignments, and providing feedback via performance evaluation.

Assist in the preparation of and effective management of the Information Services and Technology department budget by analyzing the computer and information needs of their division and determining immediate and long-range equipment and/or personnel requirements.

Plans, coordinates, and directs activities such as installation/upgrading of software and hardware, application and system design, network development/maintenance, internet and intranet maintenance/development, and technical support services.

Coordinate projects from the development phase by meeting with users/personnel to determine hardware and software needs, writing specifications and requests for proposals, reviewing proposals, recommending courses of action, participating in contract negotiation with vendors, and managing vendor contracts for services.

Ensures projects are completed in a timely manner and provides the Chief Information Officer with regular updates and plan changes as necessary.

Maintains regular contact with users to ensure systems, applications, programs, and technical needs are being met and seeks ways to improve existing information system.

Performs related work as required.

### NECESSARY KNOWLEDGES, ABILITIES, AND SKILLS

Thorough knowledge computer and information systems as appropriate to area of concentration.

Thorough knowledge of business and accounting principles and practices as appropriate to area of concentration.

Ability to forecast, plan, track, and facilitate all work related to area of concentration.

Ability to identify complex problems, research and identify options, and implement solutions.

Ability to manage own time effectively and to guide the time spent by others.

Ability to effectively supervise and guide the work performed by subordinates.

Ability to perform cost estimations, timeline forecasting, and other predictions in order to accurately project cost and implementation timetable.

Ability to think critically and logically.

Ability to work collaboratively with other managers, employees, departments, vendors, and consultants.

Ability to establish effective relationships and communicate effectively with City-Parish officials and employees.

### DESIRABLE TRAINING AND EXPERIENCE

Possession of bachelor's degree in computer science or a closely related field of study. Education should be supplemented by considerable, professional work as a programmer, programmer-analyst, systems analyst, or other closely related field of work. Experience should include management and/or supervisory roles. An equivalent combination of education and experience is acceptable.