

**INFORMATION SYSTEMS MANAGER****Definition**

Under supervision of the CFO manages and provides support for the District's information systems, desktop systems, local area and wide area networks, and telecommunications and telephony systems. Oversees development of information systems related standards, specifications and administrative procedures and practices. Responsibilities include business systems applications, operating systems, GIS systems, SCADA systems, VOIP telephony systems, mobile devices, networking and data communications systems and a wide variety of technologies. Supervise Information Systems(IS) staff and/or consultants responsible for system administration, analysis, programming and reporting as well as technical staff responsible for desktop computer hardware/software, network administration, and telecommunications operations and maintenance. Coordinate work with other District departments to provide timely, cost-effective, integrated systems and related support. Supervise employees with information technology duties.

**Examples of Duties** – Duties may include, but not limited to, the following:

- Develop District-wide procedures to achieve improvements in information systems services provided to departments.
- Develop and maintain network and applications security systems and procedures
- Configure, monitor and diagnose problems with server backup and restore operations
- Perform disaster recovery planning and operations
- Develop, implement and manage a strategic level Information System Master Plan; align technology with District's over-all goals, disaster and recover planning.
- Oversee and/or implement, and manage the District's websites
- Establish priorities, identify necessary resources, and oversee technical recommendations for the acquisition of hardware and software replacements and/or enhancements of major systems.
- Direct and oversee programs that ensure coordinated approaches to responding to current and near-term client information system needs and priorities, and their integration with long-range strategic plans.
- Monitor, evaluate and take necessary action to improve resource utilization, deployment, production, and performance; ensure the proper licensing and control of software
- Oversee the provision of software and systems training to staff.
- Direct the development of departmental ad-hoc and recurring reports from the District's Information systems
- Monitors industry hardware and software trends; evaluates the uses of emerging technology in meeting long-term District business and operating strategies
- Build consensus among District managers and end users on cost-effective information systems
- Provide leadership, promote high employee moral and productivity; provide for training and development of staff, assign, schedule, and supervise the work of the information systems
- Perform the preparation of recommendations, reports, and other materials for the Board; make presentations to the Board and District staff
- Perform administrative duties including budget preparation
- Represent the District at meetings, seminars, and conferences

- Manage the ongoing maintenance, upgrade, and replacement of desktop computers and ancillary hardware and software, including e-mail, internet access, financial information and customer billing systems
- Manage and administer the Districts telecommunications systems (cellular telephones, mobile devices, pagers and voice-mail, staff telephones)
- Oversee development of request for proposals and selection processes for consulting and technical services
- Develop user needs analysis and related cost/benefit analyses for making recommendation to executive management and/or the Board of Directors
- Perform related duties as assigned

#### **Typical Physical Activities:**

- Communicates orally with District management, co-workers, and the public in face-to-face, one-to-one and group settings
- Regularly uses a telephone for communication
- Uses office equipment such as computer terminals, servers, copiers and FAX machines
- Sits for extended time periods
- Hearing and vision within normal ranges
- May drive vehicle in conducting District business

#### **Employment Standards**

##### **Knowledge of:**

- District operations and functions and associated information systems and technology issues.
- Principles and practices of public administration, including budgeting, purchasing, and maintaining of public records
- Principles and techniques of systems analysis and development
- Program planning; computer programming and processing
- Telecommunications systems and concepts
- Computer, peripherals, and network equipment
- Microsoft Active Directory
- Current generation Microsoft Windows client and server administration
- Microsoft Exchange administration
- Microsoft SQL database administration
- Structured Query Language
- Report and Form creation and maintenance
- Principles of network security and disaster recovery
- IT Change Management Methodologies
- Virtual Operating system management
- VBA and the Microsoft Office Suite
- Web server administration and application development
- Computer methods and techniques; systems and administrative operation procedures analysis and design
- Networking concepts, execution and maintenance of installed equipment
- Personnel management, supervision, training and development
- Principles and techniques for project planning, schedule, and control

- Effective communication and leadership techniques
- Budget preparation and control

**Ability to:**

- Plan, organize, and direct the data processing functions within the District
- Provide leadership, supervise, coordinate and direct systems analysis, design and programming activities
- Analyze systems data and situations, identify problems, reason logically, and develop conclusions and effective solutions.
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships with staff, user divisions and others
- Mentor IS team effectively by keeping current on changes, trends, and developments in the information systems industry.
- Establish, monitor, and control project priorities, and schedules to accomplish department projects
- Manage major information systems projects and consultant contracts
- Work with users and/or departments
- Obtain a working knowledge of user's activity
- Perform complex system design and modifications
- Perform duties within a flexible schedule which may include nights and weekends
- Travel as needed
- Work cooperatively with others.

**Education and Experience:**

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

**Education:** Equivalent to a Bachelor's degree from an accredited college or university with major course work in management information systems, computer science, data processing, business or public administration, or a related field.

**Experience:** Seven years of progressively responsible experience in managing mini-computer and networked personal computer client server system environment; strategic and tactical systems planning; budget administration; selecting and overseeing installation, operation, and maintenance of major information and telecommunication systems; and previous supervisory experience.

**Other Requirements:**

Possession of, or ability to obtain and maintain a valid California driver's license.

**The specific statements in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.**