



City of Casa Grande

Information Technology Manager

GENERAL PURPOSE: Under limited supervision, manages the activities of the Information Technology Division including application services, system and network operations, GIS, customer support and telecommunications services.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Leads in the planning, organizing and direction of the information technology activities of the city including network infrastructure, telecommunications, computer-related hardware and software, IT security, IT consulting and project management and new technology research.
- Works with departments in identifying computer software and hardware needs. Prepares special studies, analyses and projections.
- Leads in the setting of computer system standards and support for all systems.
- Benchmarks, analyzes, reports on and makes recommendations for the improvement of the IT infrastructure and IT and GIS systems.
- Coordinates support between third-party vendors and staff, including programming, application support and end-user support.
- Assigns and schedules priorities on all IT and GIS projects.
- Supervises and participates in the development and administration of the IT and GIS operating and capital budgets; forecasts additional funds needed for staffing, equipment, materials and supplies; monitors and approved division expenditures.
- Trains, develops and supervises division employees. Assists with the development and implementation of development and training for employees in other departments.
- Responsible for providing and coordinating staff and vendor services for troubleshooting, repairing, maintaining and instructing on the proper use of equipment and software.
- Researches alternatives and prepares bid specifications for computer hardware and software.
- Administers the division budget.
- Performs other duties as assigned or required.

SUPERVISION EXERCISED: Supervises division staff.

JOB DESCRIPTION

1606 Information Technology Manager

MINIMUM QUALIFICATIONS:

Education and Experience:

Bachelor's Degree in Computer Science or related field, and six (6) year's increasingly responsible experience in information technology, including two (2) years of management responsibility.

Necessary Knowledge, Skills and Abilities:

- Knowledge of City policies and procedures.
- Knowledge of the principles, concepts, practices and techniques of management information systems, including recent developments in hardware and software.
- Knowledge of computer program development systems and networking.
- Knowledge of the principles, practices and techniques of technical computer programming and systems analysis.
- Knowledge of computer languages, technologies and protocols.
- Knowledge of networked computer system environments and device capabilities.
- Knowledge of budget development principles and practices.

- Skill in data processing systems analysis, design and programming.
- Skill in researching, analyzing and evaluating new computer system methods, applications, procedures and techniques.
- Skill in analyzing and developing logical solutions to programming problems.
- Skill in evaluating computer hardware and software needs and making recommendations for meeting those needs.
- Skill in supervising IT employees.
- Skill in operating a personal computer utilizing a variety of software applications.
- Skill in assessing and prioritizing multiple tasks, projects and demands.
- Skill in communicating effectively orally and in writing.

Special Requirements: Various computer software applications; may be required to obtain additional specific computer programming skills and technical certifications.

Physical Demands / Work Environment: Standard office environment.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as needed.