City of Oregon City	Position Description
Position: Information Technology Manager	Management
Department: Administration	FLSA: Exempt
Reports to: City Manager	Salary Grade: 140

Summary

Plans, supervises and maintains all components of the local area and wide area networks, databases and web sites that facilitate communications and data storage and retrieval among computers. This includes computer networks, mail and note systems, relational databases and data communications for microcomputers and servers. Coordinates designs, develops, writes, implements and maintains a centralized geographic information system that accommodates use by all departments. Oversees technical support and help functions that relate to networks, security, redundancy and connectivity.

Distinguishing Career Features

This is a first-line working supervisory position and a senior-level information systems technician requiring considerable specialization in information technology and a working knowledge of municipal functions. Advancement to this position would be through promotion.

Essential Duties and Responsibilities

- Prepares, recommends and implements information system plans for capacity and integrated networks that support data communications and computer workstations.

- Provides planning, leadership, guidance, and advanced technical expertise for computer and network services for both local and wide area networks, and the internet. Serves as technical expert for computer/network systems and associated issues.

- Integrates personal computer workstations with network servers and host computer operations. Specifies data communications requirements and wiring and hardware layouts for new facilities and/or modifications to existing facilities.

- Implements and maintains ongoing network operations that includes traffic measurement, moves, adds, changes, fault prediction, trouble detection/correction, circuit analysis, path testing, and general maintenance. Monitors memory usage of the network, network printing, and network technical resources.

- Supervises and configures, installs, and maintains directory structures, security, and applications software. Surveys users to determine the common applications and variety of software needed for special use.

- Coordinates and installs and configures all network users, e.g., computers, printers, modems, cabling, peripheral communications equipment, servers, routers, and hubs. Sets up users with appropriate permissions.

- Prepares and maintains up-to-date documentation supporting assigned and related areas of responsibility. This includes network infrastructure, system blueprints and schematics, procedures and steps for equipment setup, help desk questions and answers and inventory recording.

- Researches, proposes, and itemizes costs for changes and upgrades to network infrastructure, operating systems, and applications to ensure continuous operations, desired performance, and service.

- Supervises, coordinates, and participates to troubleshoot and resolve complex network hardware and operations problems, including but not limited to connectivity, internet access, electronic mail, and file servers.

- Oversees the planning and design of networks for new buildings, remodels, and libraries that communicate on a regional level. Monitors new network installations.

- Consults with others to establish design and access standards and procedures that ensure continuity of web content and site availability for staff and the public.

- Oversees and performs scripting and programming of web site features and applications. Programs in languages appropriate for web browsing and transaction applications (e.g., HyperText Markup Language (HTML), Java Script, and ASP).

- Recommends, facilitates, applies, and implements web site navigation methods. Configures web server parameters to control file caching, font mapping, internet mail awareness, and application launching for web browsers. Facilitates discussion and creates policies and procedures to govern posting of material to the web site and pages. Ensure that established technical requirements are observed.

- Develops GIS programs that enable data analysis and map production using modern ESRI software (ArcGIS, ArcIMS), programming and macro languages, and advanced data base setups.

- Establishes standards for mapping, documentation, data storage and retrieval, and programming, and overall quality. Trains, assigns and reviews the work of GIS staff to conform to quality and detail standards.

- Supervises and manages the performance of information technology and GIS staff.

- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

The position requires specialized knowledge and understanding of a range of computer and networking software and hardware systems and related technologies. The position requires specialized professional knowledge in geography, geology, GIS, or related field. Requires considerable specialized knowledge of the principles, methods and techniques of geographic

information systems. Requires technical knowledge of operating systems used in conjunction with networks. Requires a thorough knowledge of data communication protocols. Requires a working knowledge of network infrastructure requirements and standards as well as the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance. Requires in-depth technical knowledge of personal computer operations, including the relationship and usage of various input and output components, business, geographic, and engineering software, and terminology. Requires technical knowledge of personal computer based local area networks, network operations, connectivity between servers, and integration of data and telecommunications. Requires knowledge of network protocols. Requires a working knowledge and related skill of programming in programming languages used by the City. Requires well-developed communication skills to convey highly technical concepts with a wide range of internal contacts and deal effectively with external contractors. Requires skill at conducting training and facilitating small group processes.

- **Abilities**

Requires the ability to design and install wide-area networks including but not limited to workstation-to-server and server-to-network communications. Requires the ability to analyze and assess computer/network requirements and determine cost-effective solutions. Requires the ability to install, configure, and troubleshoot networked computer workstations, systems, and programs used by the City in both technical and administrative areas. Must be able to install and configure microcomputer components such as, but not limited to, cards and drivers. Must be able to fabricate and connect interface cables and connections between computers. Must be able to analyze data and evaluate the needs of users and develop the alternative solutions to problems and needs. Must be able to prioritize and organize work of multiple projects to meet deadlines and timetables. Must be able to read, interpret and apply complex technical information including equipment blueprints and schematics. Must be able to give one-on-one and small group training in the use of microcomputers and business and technical software. This includes live demonstrations in conference room settings. Requires the ability to work cooperatively with senior citizens. Requires the ability to work as contributing member of a team, work productively and cooperatively with other teams and external customers, and convey a positive image of the City.

- **Physical Abilities**

Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, crawl and reach to install cables and equipment. Requires sufficient hand eye coordination and dexterity to make small component connections. Requires sufficient visual acuity to read technical documents and instructions and align small components. Requires sufficient auditory ability to carry on routine conversations. Requires the ability to lift, push, and pull objects of medium weight (less than 40 lbs.) on an occasional basis. Requires the ability to work in confined areas with noise variations, dust, and limited ventilation.

- **Education and Experience**

Requires a BS degree in computer science or related field and 5 years experience in network operations, network administration, and personal computer support. 2 years in a functional lead or supervisory capacity, or an equivalent combination of industry-related education and experience. Requires specific experience in the design, implementation, and on-going support of a local and wide-area network, web development, and training in applications

similar to those used by the City. Certification as a network administrator is preferred.

▪ **Licenses and Certificates**

May require a valid driver's license.

▪ **Working Conditions**

Work is performed indoors where some safety considerations exist from intermittent physical labor, electrical shock, and handling of medium weight, yet awkward materials.