



# Information Technology Manager

Job Specification  
Classification: Competitive  
Series: Information Technology  
Level: 2 of 2

**DISTINGUISHING FEATURES OF THE CLASS:** This is the supervisory level of the Information Technology series and is responsible for the leadership and development of department personnel; and, planning, directing and coordinating the work procedures of information technologies as they relate to a variety of administrative, financial, statistical or educational data, and electronic communications functions. Other responsibilities include, but are not limited to, evaluating and selecting technologies to ensure compatibility, interoperability and availability of mission support activities, programs and tools; developing and administering the department budget; prioritizing and assigning projects; and providing strategic planning for the City's information technology infrastructure and operations. The incumbent does related work as required.

**EXAMPLES OF WORK ACTIVITIES:** (Illustrative only)

- Establishes processes for development of requirements for computer and communications systems including stakeholder participation, requirements documentation, budget development and approval, oversight of procurement processes, assurance of sound implementation plans;
- Directs the operation of an Information Technology Department and computer networks engaged in processing, analyzing, and storing a variety of administrative, financial, statistical or educational data;
- Supervises, trains, and provides assistance to technical employees engaged in the operations of computers, communications equipment, and related peripheral equipment;
- Establishes production procedures, priorities, and controls to ensure adequate volume, accuracy and availability of network to support operations;
- Analyzes the flow of information between various computing servers and various units participating in the information processing system and designs computing and communication resources, procedures, and programs accordingly;
- Implements new applications, operating systems and hardware;
- Plans, designs, develops and implements systems, working closely with department heads and/or their designees;
- Ensures that all systems are operating at required performance levels including applications of software, systems software, hardware, and modifications suited to users' needs;
- Establishes new and revised department policies and operating procedures;
- Confers with superiors and operating department personnel to ascertain the nature of projects to be brought on line and resolve difficulties with existing applications;
- Determines whether needs can be satisfied with internal resources and, if not, recommends and assists in the development of contracts with external entities;
- Confers with software vendors of packaged applications regarding problems and revisions to the software;
- Reviews the work of the Information Technology staff to determine adherence to department policies and the needs of those serviced;
- Prepares reports on results of surveys and analyses and makes recommendations as to application to data processing equipment;
- Prepares annual department budget requests based on user requirement, mandated items, current and anticipated resources, and department objectives;

**EXAMPLES OF WORK ACTIVITIES:** continued (Illustrative only)

- Reviews and authorizes cumulative operating and work load reports on a variety of data processing equipment and auxiliary equipment;
- Determines need for new or additional equipment and recommends type and/or capacity;
- Develops and administers appropriate staff training programs;
- Coordinates training initiatives in selecting and recommending computer related training for all users.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:**

- Thorough knowledge of the operation, care, and adjustment of computers and related peripheral equipment;
- Thorough knowledge of the operation, care, and adjustment of communications systems and related peripheral equipment;
- Thorough knowledge of the principles of computer programming and systems analysis;
- Thorough knowledge of application of major types of data processing equipment to administrative, accounting and statistical problems;
- Good knowledge of governmental budgetary procedures;
- Ability to monitor and control large a number of projects, problems and issues;
- Ability to translate and adapt administrative, statistical and financial data to programs for use in a data processing operation;
- Ability to plan and supervise the work of staff;
- Ability to communicate using interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either

- (A) Graduation from a regionally accredited college or university or one accredited by the NYS Board of Regents to grant degrees with a Master's Degree in Information Technology or closely related field and 4 years experience in information technology operations management or systems analysis, 2 of which must have been in a supervisory capacity; or
- (B) Graduation from a regionally accredited college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree in Information Technology or closely related field and 5 years experience in information technology operations management or systems analysis, 2 of which must have been in a supervisory capacity.
- (C) Graduation from a regionally accredited college or university or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree in Information Technology or closely related field and 7 years experience in information technology operations management or systems analysis, 2 of which must have been in a supervisory capacity.
- (D) An equivalent combination of training and experience equal to or greater than that specified in (A), (B), or (C) above.

Licensing requirements: Valid NYS driver's license appropriate to the vehicles to be operated or otherwise demonstrate the ability to meet the transportation needs of the job.

**SPECIAL NECESSARY REQUIREMENT:** None required.

**Classification history:**

Revised: 3/20/2012\*

Revised: 12/17/2013

\*Title changed from Information Technician Manager