

Jurisdiction: All  
Jurisdictional Class: Competitive  
Adopted: 12/13/17  
Revised: 11/17/21

## **INFORMATION SYSTEMS MANAGER**

**DISTINGUISHING FEATURES OF THE CLASS:** Information Systems Managers are responsible for the management and support of assigned areas of the City's information technology systems and infrastructure, including data communications networks, enterprise application software, cybersecurity, electronic communications, the City website, and voice communication systems. Incumbents also serve as technical consultants to City departments, assisting with the assessment of needs and identification of appropriate software and technology to meet their needs. The work is performed under the general supervision of the City Clerk with wide latitude allowed for the exercise of independent technical judgment in the performance of the work. Supervision may be exercised over the work of subordinate technical staff if assigned. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

- Manages, oversees and develops City computer systems, data communications networks and related technology;
- Manages, oversees and supports organizational software and enterprise systems, including electronic mail, financial systems, databases, document management systems, the City website, electronic surveillance systems, etc.;
- Manages and oversees City voice communication systems and related technology;
- Monitors enterprise compliance with information technology security policies and procedures, and performs risk assessments to identify vulnerabilities or security exposures;
- Establishes intrusion detection and data loss prevention programs, and responds to systems and network security-related malicious events and potential computer attacks;
- Instructs the workforce on best procedures for information technology security;
- Plans, coordinates and oversees the design, development, acquisition, modification, installation and maintenance of computer systems and software;
- Consults with department heads, supervisors, and users to assess technology needs, evaluate projects, analyze requirements and pertinent technical information, and identify solutions, including the utilization of existing enterprise software systems;
- Researches, evaluates and recommends a variety of technological products to assist departments in meeting their current and future needs;
- Manages IT-related projects for City departments including the development of requests for proposals, review of proposals, vendor demonstrations and contract agreements, implementation and testing;
- Develops innovative solutions to enhance City operations including increasing efficiencies through enterprise systems;
- Develops, proposes and implements information technology related capital projects; monitors project budgets;
- Participates in the development of long-term planning strategies for automating workflows, electronic records management, software upgrades, database development, and other technologies;
- Coordinates and provides technical direction, advanced technical support, and specified technical training to staff;
- Develops and implements training programs using internal and external resources for software applications including establishing a library of reference materials;
- Trains end users on computer systems and software use;

**Typical Work Activities - continued:**

Develops and maintains collaborative partnerships with software vendors, strategic partners, shared service groups, etc. This includes project planning, oversight, contract negotiations, quality assurance review and sign-off;

Assists City departments with the preparation of budget requests for hardware, software, mobile devices and other technology;

Designs, plans and implements disaster recovery vision;

Keeps professional skills updated and consistent with current technology and trends;

May supervise subordinate technical staff if assigned.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:**

Thorough knowledge of the operation, use, care, and adjustment of electronic computers and related peripheral equipment; thorough knowledge of computer systems operations; thorough knowledge of local area networks and wide area networks; thorough knowledge of the operation, use, care, and adjustment of electronic communications systems, voice communications systems, and related peripheral equipment; thorough knowledge of the principles of electronic computer programming and systems analysis; thorough knowledge of computer systems design and installation; thorough knowledge of network security management; thorough knowledge of access and authentication management; good technical knowledge of agency application software, including word-processing, database, spreadsheet, electronic mail, website, internet access, and enterprise systems software; working knowledge of municipal budgetary procedures; strong skills in computer troubleshooting and repair; analytical skills; ability to communicate effectively, both orally and in writing; ability to establish effective working relationships with others; ability to effectively communicate technical information in an easily understood manner; ability to monitor and control multiple projects, problems and issues; ability to supervise the work of others; ability to successfully work with and serve a diverse local community; demonstrated aptitude for learning new technologies; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A. Graduation from a NYS registered or regionally accredited college or university with a Bachelor's Degree in Computer Science, Information Science, Information Technology, or a closely related field with similar course curriculum and two (2) years of full-time paid experience, or its part-time paid equivalent, in the computer technology field, which must have involved the management of information systems projects, systems analysis or design, the management and/or support of a large, heterogeneous computer network, or the management and/or support of enterprise software or computer systems; or
- B. Graduation from a NYS registered or regionally accredited college or university with an Associate's Degree in Computer Science, Information Science, Information Technology, or a closely related field with similar course curriculum and four (4) years of full-time paid experience, or its part-time paid equivalent, as described in (A) above; or
- C. Graduation from high school or possession of a high school equivalency diploma and six (6) years of full-time paid experience, or its part-time paid equivalent, as described in (A) above; or
- D. An equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.