CITY OF PORTLAND **Multiple**

SENIOR INFORMATION SYSTEMS MANAGER

FLSA Status: Exempt
Union Representation: Nonrepresented

DEFINITION

To plan, manage, supervise and coordinate information systems activities and operations; to ensure all computer systems within area of responsibility provide the required functionality; to manage the budget for assigned area; to serve on a variety of committees involved in strategic planning for the City; to coordinate assigned activities with other City bureaus, divisions and outside agencies; and to provide highly responsible and complex administrative support to higher level management.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from higher level management staff.

Exercises direct supervision over supervisory, professional, technical and clerical staff.

DISTINGUISHING CHARACTERISTICS

Positions at this level are independently responsible for the largest and most complex areas in terms of number supervised, nature of group supervised and type of information systems services provided to the assigned functional area. Typically managers at this level will supervise 10 or more employees at the management, supervisory, professional or technical levels; additionally, organization-wide impact of systems is considerably greater than those managed and administered by the Information Systems Manager level. In determining the scope and complexity of operations and determining placement of positions within this series, size of budget and impact on organization-wide operations is considered on a relative basis.

EXAMPLES OF WORK--*(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)*

1. Assume full management responsibility for information system services and activities including the overall design, management and evaluation of information systems in an assigned functional area; direct the development and administration of policies and procedures for contract administration, maintenance, security and related matters; manage the work of outside consultants including selection, negotiating terms and conditions, and authorizing work and payments; ensure all activities are consistent with City strategic direction and standards.

2. Participate in the development of goals, objectives, policies and priorities for the implementation of appropriate information systems; prepare and present strategic plans; ensure that strategic plans are consistent with City plans and policies.

3. Confer with other City bureaus and divisions to analyze business needs; recommend specific hardware and software configurations; assign project staff and serve as project manager.

4. Establish appropriate service and staffing levels; monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; allocate resources accordingly.

5. Develop, write, issue and evaluate request for proposal documents for the selection of professional service contracts; monitor contracted services for quality and compliance with City standards; approve payments.

6. Coordinate data processing with other City divisions, external agencies and organizations; set project priorities; negotiate schedules and implementation procedures with internal and external resources.

7. Identify and develop plans for improvement in development, maintenance and support services; review requests for additional data support and identify impact on current and planned resources; design and maintain systems as required for project management, evaluation, control and documentation.

8. Evaluate and monitor data systems hardware and software in assigned service area; resolve connectivity issues within local and wide area network environments.

9. Direct and coordinate the design, development, acquisition and implementation of computer system hardware, software, and data communications solutions.

10. Select, train, motivate and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

11. Oversee and participate in the development and administration of the budget for information systems; approve the forecast of funds needed for staffing, equipment, materials and supplies; approve expenditures and implement budgetary adjustments as appropriate and necessary.

12. Provide staff assistance to higher level management staff; participate on a variety of boards, commissions and committees; prepare and present staff reports and other necessary correspondence.

13. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of information systems technology.

14. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Principles and practices of electronic data processing systems and their applications to assigned services environment.
Principles and practices of systems analysis, design and development.
Principles and practices of project management.
Data processing system technology trends, history and applications.
Principles and practices of program development and administration.
Methods and techniques of managing on-line computer systems and related data bases.
Principles and practices of information systems project development, administration and management.
Activities, services and operations of assigned functional area.
Methods and techniques of evaluating business needs and developing information systems solutions.
Principles and practices of budget preparation and administration.
Principles of supervision, training and performance evaluation.
Pertinent Federal, State and local laws, codes and regulations.

Ability to:

Manage and direct a comprehensive data processing systems program for assigned functional area.
Plan, organize and manage computer systems design and implementation activities.
Apply complex technical principles and concepts to develop business solutions.
Participate in the development and administration of goals, objectives and procedures.

Ability to: (continued)

Evaluate and analyze cost benefits of planned systems development projects.
Analyze and assess programs, policies and operational needs and make appropriate adjustments.
Identify and respond to organizational issues, concerns and needs.
Plan, organize, direct and coordinate the work of lower level staff
Delegate authority and responsibility.
Select, supervise, train and evaluate staff.
Research, analyze and evaluate new service delivery methods and techniques.
Prepare clear and concise administrative and financial reports.
Prepare and administer program budgets.
Interpret and apply applicable Federal, State and local policies, laws and regulations.
Communicate technical information to a wide variety of audiences clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.
Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

SPECIALTIES:

Positions in this class are assigned to one of the following specialties: Applications (APP), Call Center (CALL), Corporate (CORP), Production (PROD), Project Management (PROJ), Quality Assurance (QUAL), Security (SECU), or Generalist (GEN). Positions assigned to the Generalist specialty are defined in the Definition and Examples of Work portion of the class specification.

Class History:

Adopted: 12-16-98

Class created as a result of IT Classification and Compensation Study 1997-1998. This class is composed of the following classes:

Adopted: 07-01-92 2552 Senior Information systems Manager

Revised: 06-01-93; Revised: 08-22-97 (Created CIS DBA specialty for Water to new Client/Server CIS system)

Class created as a result of the Nonrepresented Classification & Compensation Study, 1991-92. This class is composed of positions from the following classes:

Revised	09-21-82	0374	Systems & Programming Manager
Revised	09-21-82	0376	Deputy Director Applications & Programming
Adopted	10-18-83	0384	Technical Services Manger
Adopted	04-18-78	5188	Police Information Systems Manager

Revised:

03-28-02 (Added Call Center Specialty)
07-01-02 (Changed class code from 2552 to 7510)
06-25-03 (Added Application Specialty)
03-23-04 (Added Corporate Applications Specialty)
06-03-04 (Added Security Specialty)
06-02-05 (Added Production Specialty)
03-15-07 (Added Project Management Specialty)
10-19-07 (Added Quality Assurance Specialty)
June 2009 - Change Job Class number from 7510 to 30000610 (APP), due to system change.
June 2009 - Change Job Class number from 7510 to 30000611 (CALL), due to system change.
June 2009 - Change Job Class number from 7510 to 30000612 (CORP), due to system change.
June 2009 - Change Job Class number from 7510 to 30000613 (GEN), due to system change.
June 2009 - Change Job Class number from 7510 to 30000614 (PROD), due to system change.
June 2009 - Change Job Class number from 7510 to 30000879 (PROJ), due to system change.
June 2009 - Change Job Class number from 7510 to 30000860 (QUAL), due to system change.
June 2009 - Change Job Class number from 7510 to 30000615 (SECU), due to system change.

3-15-13 – Updated Applications Specialty reference to Corporate Technology Services Manager, which was re-titled to Business Solutions Manager

30000611 - CALL CENTER SPECIALTY

Summary:

The Call Center Manager is responsible for providing complex program development and administrative work in managing the citywide IT Call Center operations. Responsibilities include planning, organizing, and directing the Call Center operations, including Help Desk, 1st line support, dispatch, and Knowledge Base Management. This position reports to the Bureau of Information Technology Operations Manager and directs the work of professional staff and subordinate supervisors.

Examples of Work:

1. Manages, directs and coordinates operations of the Call Center; works with BIT management team, technical services and support managers to properly assess needs and develop effective Call Center operations model.
2. Develops Call Center by formulating and implementing policies, standards, procedures and work instructions; monitors and evaluates policies, standards, procedures and work instructions versus the needs of the City; coordinates the activities of technical services and technical support groups; serves as liaison with other bureaus on the Call Center, Help Desk and Knowledge Management subjects
3. Applies scientific approach to determine resource requirements and shift scheduling based on inbound call volume and distribution.
4. Organizes and manages dispatch operations.
5. Within the scope of Call Center operations, determines, plans and manages resource allocation, initiation of programs and projects, determination of how resources are allocated; directs the analysis of ways to control costs, maintain efficiency, and improve effectiveness.
6. Manages teams of citywide Help Desk, 1st level support analysts and Knowledge Base solution experts including hiring, training, performance evaluation; assigns and reviews work for achievement of program objectives.
7. Develops and maintains policies and procedures for Call Center operations; develops goals and objectives; reviews and approves goals and objectives of subordinate supervisors; approves work programs of subordinate supervisors and their teams to insure consistency with City, departmental and bureau goals and objectives.
8. Evaluates new information, trends, tools and technologies occurring in the Call Center, Help Desk, Knowledge Management and CRM industries.
9. Represents BIT and the City on Call Center Management committees and task forces both internal and external to the City.
10. Attends City Council meetings and other public meetings to present the Call Center programs and proposals.
11. Develops and monitors an annual work plan and budget and coordinates work plans with other BIT departments and outside agencies.
12. Monitors and evaluates the efficiency and effectiveness of Call Center plans, methods and procedures; implements appropriate improvement measures.
13. Develops equipment and software implementation plans for Call Center operations and makes recommendations to the BIT Operations Manager.

14. Recommends and develops Requests for Proposals/Qualifications for outsourcing requirements related to Call Center operations (including Help Desk and Knowledge Management).
15. Serves as staff on a variety of boards, commissions and committees; prepares and present staff reports and other necessary correspondence.

Knowledge of:

- Practices of human resources management and performance evaluation including the development and monitoring of work performance standards.
- Municipal budget development and management.
- Public administration principles, policies and practices.
- Local governmental organization, inter-relationships, and operating procedures.
- Current state and federal laws and legislation affecting customer services and support.
- Current literature, trends and developments in Call Center Management, Help Desk, Knowledge Management, and CRM.
- Network design and administration methods and techniques including network monitoring, maintenance and management.
- Desktop and peripheral computer equipment support, maintenance and administration methods and techniques including asset management, remote control, preventive maintenance, hardware and software installation, upgrade and troubleshooting.

Thorough knowledge of:

- Operational characteristics, methodologies, principles and practices of the Call Center Management, Help Desk, Knowledge Management, and CRM.
- Scientific methods and tools of Call Center operations optimization, including incoming call routing, ACD system, individual and group call queuing, resource requirements definitions based on call volumes and distributions, etc.
- Methods and practices of dispatch center operations.
- Trouble ticketing and tracking methodologies and software.
- Customer Relationship Management techniques, methods and approaches, including needs assessment, satisfaction evaluation, escalation procedures and performance metrics.
- Methods, techniques, technology trends and best practices of Knowledge Management, Help Desk Management, call routing, answer center and dispatch operations, alternative request posting methodologies (e-mail, web), self-service implementation.
- Standards and procedures of 7x24 support environment, including escalation paths and procedures, emergency notification, prioritization.
- Emerging information technology and architectures, including Web-based services, e-business and e-commerce.

Ability to:

- Communicate, negotiate and obtain agreement on controversial and/or complex issues.
- Define, analyze and solve problems requiring creativity and flexibility.
- Communicate ideas and policy recommendations effectively, both orally and in writing to a broad spectrum of audiences.

- Plan, assign, supervise and coordinate the work of subordinates.
- Establish goals and objectives and develop comprehensive plans.
- Plan, coordinate, manage and evaluate complex work programs involving many diverse elements, interests and key stakeholders.
- Develop and monitor performance indicators and program effectiveness.
- Analyze proposals and alternatives to develop Call Center objectives, goals and operational programs.
- Operate within a rapidly changing environment with broad policy goals as guidance.
- Establish and maintain effective working relationships with subordinates, public and private officials, other governmental agencies, community groups and the general public.
- Analyze, develop, and implement administrative and technical policies and goals.
- Evaluate cost and resource information and make administrative decisions.
- Prioritize activities and projects.
- Establish goals and objectives and develop comprehensive plans.
- Implement change management, including new technologies, procedures, policies and standards.
- Develop high performance teams, including selection, training, performance evaluation, and supervision of staff.
- Manage comprehensive, centralized Call Center operations with distributed customers.
- Oversee, direct and coordinate the work of supervisory level personnel.
- Conduct and communicate objective cost/benefit analyses.
- Communicate complex technical and financial issues clearly and concisely, both orally and in writing to a varied audience.
- Motivate and inspire employees.
- Establish and maintain effective working relationships in a diverse, team oriented work environment.
- Properly handle sensitive and confidential information.

30000610 - APPLICATION SPECIALTY

Summary:

The Application Manager is responsible for managing, coordinating and participating in development and maintenance of specialized applications to meet unique Bureau needs. An incumbent is expected to have expert skills in application development methodology and remain up-to-date on application and technological advancements in order to develop, plan, implement, and maintain new applications and technological solutions for the bureaus. Assignments require the use of independent judgment on issues that are complex, interpretive and evaluative in nature.

The Application Manager along with the Business Solutions Manager has the responsibility for managing the Citywide Applications Evaluation Process and making decisions in conjunction with bureau managers regarding whether new applications are vertical (bureau) based or enterprise (city) based.

The Application Manager, in conjunction with Bureau of Technology Services (BTS) staff assigned to assess bureau needs, will work with bureau managers to determine their application needs and priorities. The incumbent will work with other BTS managers to ensure delivery of services to bureaus consistent with BTS Service Level Agreements.

Examples of Work:

1. Manages, coordinates and participates in long-term strategic planning for the continual development of specialized vertical applications to support bureau business operations; works with bureau directors and managers and BTS Bureau Business Representatives to develop comprehensive technical applications for the bureaus and to address business process improvement, in conjunction with these application.

2. Develops process improvements to implement appropriate application development and project management methodologies to improve the efficiency and effectiveness of the application development process.

3. In conjunction with the BTS staff assigned to assess bureau needs, provides consultation to bureau heads and managers and determines priorities for and feasibility of implementation and application of technological and data processing applications consistent with Bureau and City requirements, capabilities and standards.

4. Ensures technical solutions, long-term application, data and system architectures and technological investments are aligned with City and bureau goals and objectives.

5. Directs computer acquisition studies and makes recommendations for obtaining appropriate applications; establishes policies and approves written standards for the justification, development, implementation and operation of application installations; reviews application installations for compliance with established standards.

6. Supervises subordinate management, supervisory, professional and technical application analysis staff assigned to work unit.

<u>Knowledge of:</u>

- Principles, practices and techniques of information technology management as applied to a large data processing service function, including applications architecture, design and development methodology, hardware and software options for business, engineering and operational applications and the cost-benefit of application alternatives.
- Project management tools and techniques, including project cost accounting and project change management and control.
- Systems development, administration and computer operations programs and services for large and complex vertical applications.
- Trends in application development as they apply to formulating technological solutions to corporate objectives, bureau objectives and continuous improvement processes.
- Systems integration and optimization design concepts and techniques.
  Customer relationship management and internal consulting concepts and practices.

- Principles, practices, methods and techniques that are applicable to strategic technology planning.
- Laws, regulations and ordinances that are applicable to City acquisition and use of computers.
- Principles and practices of public administration, including budgeting and purchasing.

Ability to:

- Plan, organizes, integrate and manage systems development, administration and computer operations programs and services.
- Analyze client business and technology needs, formulate conceptual frameworks and apply state-of-the-art methods to develop integrated, efficient and cost effective solutions.
- Direct applications staff in the development, modification and implementation of applications using appropriate methods and tools.
- Provide leadership in evaluating complex technology strategies and developing approaches that maximizes return on investment.
  Plan, assign, supervise and coordinate the work of subordinates.
- Identify information management and technology issues and opportunities, analyze problems and alternatives and develop sound conclusions and recommendations.
- Set priorities and allocate resources to meet client needs in a timely, effective manner.
- Exercise project management tools and techniques to ensure projects are completed on time and budget.
- Understand, interpret, explain and apply City, state, and federal policy, law, regulation and court decisions applicable to areas of responsibility.
- Establish and enforce technological standards.
- Present proposals and recommendations clearly and logically.
- Represent the City effectively in meetings on a variety of technology issues.
- Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials appropriate to both technical and non-technical audiences.
- Exercise sound, expert independent judgment within general policy guidelines.
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations
- Establish and maintain effective working relationships with all levels of City management, other governmental officials, consultants, vendors, employees, the public and others encountered in the course of work.

30000612 - CORPORATE APPLICATIONS SPECIALTY

Summary:

The Corporate Applications Manager is responsible for managing, coordinating and participating in development and maintenance of corporate applications to meet citywide needs. An incumbent is expected to have expert skills in application development methodology and remain up-to-date on application and technological advancements in order to develop, plan, implement, and maintain new applications and technological solutions for the city. Assignments require the use of independent judgment on issues that are complex, interpretive and evaluative in nature.

The Corporate Applications Manager along with the Vertical Applications Manager has the responsibility for managing the Citywide Applications Evaluation Process and making decisions in conjunction with bureau managers regarding whether new applications are vertical (bureau) based or enterprise (city) based.

The Corporate Applications Manager, in conjunction with Bureau of Technology Services (BTS) staff assigned to assess corporate applications needs, will work with multiple bureau managers to determine their application needs and priorities. The incumbent will work with other BTS managers to ensure delivery of corporate services consistent with BTS Service Level Agreements.

Examples of Work:

1. Manages, coordinates and participates in long-term strategic planning for the continual development of corporate applications to support citywide business operations; works with multiple bureau directors and managers and BTS Bureau Business Representatives to develop comprehensive technical corporate applications to address business process improvement, in conjunction with these application.

2. Develops process improvements to implement appropriate application development and project management methodologies to improve the efficiency and effectiveness of the application development process.

3. In conjunction with the BTS staff assigned to assess corporate application needs, provides consultation to multiple bureau heads and managers and determines priorities for and feasibility of implementation and application of technological and data processing applications consistent with Bureau and City requirements, capabilities and standards.

4. Ensures technical solutions, long-term application, data and system architectures and technological investments are aligned with City and bureau goals and objectives.

5. Responsible for citywide GIS management with strong focus on customer business relations, expert service delivery, and education. Manages a staff of GIS Business Architects and programmers that develop and foster corporate business relations to support citywide goals and objectives; manage a variety of GIS projects and define tasks, project scope of works, time lines, deliverables and budgets; develop and support a corporate training program.

6. Directs computer acquisition studies and makes recommendations for obtaining appropriate applications; establishes policies and approves written standards for the justification, development, implementation and operation of application installations; reviews application installations for compliance with established standards.

7. Supervises subordinate management, supervisory, professional and technical application analysis staff assigned to work unit.

Knowledge of:

- Principles, practices and techniques of information technology management as applied to a large data processing service function, including applications architecture, design and development methodology, hardware and software options for business, engineering and operational applications and the cost-benefit of application alternatives.
- Project management tools and techniques, including project cost accounting and project change management and control.

- Systems development, administration and computer operations programs and services for large and complex corporate applications.
- Business process modeling and reengineering relevant to GIS technologies including software and attendant data communications technologies.
- Thorough knowledge of GIS principles, methods and applied concepts.
- Trends in application development as they apply to formulating technological solutions to corporate objectives, bureau objectives and continuous improvement processes.
- Systems integration and optimization design concepts and techniques.
- Customer relationship management and internal consulting concepts and practices.
- Principles, practices, methods and techniques that are applicable to strategic technology planning.
- Laws, regulations and ordinances that are applicable to City acquisition and use of computers.
- Principles and practices of public administration, including budgeting and purchasing.

Ability to:

- Plan, organizes, integrate and manage systems development, administration and computer operations programs and services.
- Analyze client business and technology needs, formulate conceptual frameworks and apply state-of-the-art methods to develop integrated, efficient and cost effective solutions.
- Direct corporate applications staff in the development, modification and implementation of applications using appropriate methods and tools.
- Provide leadership in evaluating complex technology strategies and developing approaches that maximizes return on investment.
- Plan, assign, supervise and coordinate the work of subordinates.
- Identify information management and technology issues and opportunities, analyze problems and alternatives and develop sound conclusions and recommendations.
- Set priorities and allocate resources to meet client needs in a timely, effective manner.
- Exercise project management tools and techniques to ensure projects are completed on time and budget.
- Understand, interpret, explain and apply City, state, and federal policy, law, regulation and court decisions applicable to areas of responsibility.
- Establish and enforce technological standards.
- Present proposals and recommendations clearly and logically.
- Represent the City effectively in meetings on a variety of technology issues.
- Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials appropriate to both technical and non-technical audiences.
- Exercise sound, expert independent judgment within general policy guidelines.
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and

situations
- Establish and maintain effective working relationships with all levels of City management, other governmental officials, consultants, vendors, employees, the public and others encountered in the course of work.

30000615 - SECURITY SPECIALTY

Summary:

The Information Security Manager (ISM) is responsible for: developing, monitoring and having governing authority over citywide information security policies and procedures; and planning, organizing and directing the Information Security Office. This position reports to the Chief Technology Officer (CTO) and directs the work of the security engineers. The ISM works with the CTO in developing and implementing the security plan

Examples of Work:

1. Manages, directs and coordinates the Information Security Office
2. Develops and manages information security process improvement and quality assurance programs for measured, continuous service quality improvement according to established best practices.
3. Provides Bureau of Technology Services (BTS) oversight, strategy and advice on information security to a variety of interested parties, including bureau directors and outside customers.
4. Directly supervises a team of highly professional and experienced security engineers up to and including recognition and discipline
5. Works with City executives, regional technology leaders, BTS managers and stakeholders to insure the development of efficient and effective security initiatives that meet City and regional evolving business needs.
6. Develops and maintains policies and procedures for Information Security operations; develops goals and objectives; reviews and approves goals and objectives of subordinate supervisors; approves work programs of subordinate supervisors and their teams to insure consistency with City, departmental and bureau goals and objectives.
7. Evaluates new information, trends, tools and technologies occurring in the Information Security Industry.
8. Represents BTS and the City on Information Security Management committees and task forces both internal and external to the City.
9. Attends City Council meetings and other public meetings to present Information Security policies and procedures.
10. Develops and monitors an annual work plan and budget and coordinates work plans with other BTS departments and outside agencies.
11. Develops and implements large, complex enterprise, multi-bureau information security initiatives.
12. Recommends and assists in the development of Requests for Proposals/Qualifications for Information Security initiatives.

13. Serves as staff on a variety of boards, commissions and committees; prepares and present staff reports and other necessary correspondence

Knowledge of:

- Practices of human resources management and performance evaluation including employee recognition, discipline, development, and monitoring of work performance standards.
- Principles, practices and domains of information security.
- Municipal budget development and management, and business processes.
- Public administration principles, policies and practices.
- Local governmental organization, inter-relationships, and operating procedures.
- Current state and federal laws and information security.
- Current literature, trends and developments in information security.
- Principles and practices of information systems and information technology applications.
- Advanced theory, principles, practices and techniques of methodologies, policies, procedures, standards and best practices employed in a complex municipal government to develop information technology and telecommunications structured, measurable and repeatable process improvement and quality assurance programs.

Ability to:

- Develop and maintain effective customer-focused service processes.
- Define and analyze issues and problems, evaluate alternatives, and develop sound independent conclusions and recommendations in accordance with laws, regulations, rules and policies; and using creativity and flexibility.
- Prepare clear, accurate and concise records and reports.
- Apply excellent project management skills; and prioritize activities and projects.
- Use tact and diplomacy in dealing with sensitive situations.
- Negotiate and obtain agreement on controversial and/or complex issues.
- Communicate ideas and policy recommendations effectively, both orally and in writing to a broad spectrum of audiences.
- Plan, assign, supervise and coordinate the work of subordinates.
- Establish goals and objectives and develop comprehensive plans.
- Plan, coordinate, manage and evaluate complex work programs involving many diverse elements, interests and key stakeholders.
- Develop and monitor performance indicators and program effectiveness.
- Operate within a rapidly changing technical environment.
- Establish and maintain effective working relationships with subordinates, public and private officials, other governmental agencies, community groups and the general public.

30000614 - PRODUCTION SPECIALTY

Summary:

The production systems manager is responsible for managing, coordinating, and participating in the development and maintenance of production systems including the utility billing, citywide financial accounting and enterprise resource planning systems in order to meet bureau specific and citywide needs. The incumbent is expected to have expert skills in productions system methodologies and technological advancements in order to develop, plan, implement, and maintain new bureau and citywide production systems. Assignments require the use of independent judgment on issues that are complex, interpretative and evaluative in nature. The production systems manager is responsible for the management of highly diverse and professional IT staff that maintains and supports these systems.

Examples of Work:

1. Manages, directs and coordinates production systems services and support; works with the Bureau of Technology Services (BTS) management team, call center, technical services and technical support managers to properly assess needs and develop effective production operations model.
2. Within the scope of production support operations, determines, plans and manages resource allocation, initiation of programs and projects; directs the analysis of ways to control costs, maintain efficiency, and improve effectiveness.
3. Manages teams of production support analysts and technicians including hiring, training, performance evaluation; assigns and reviews work to achieve program objectives.
4. Provides leadership and works with program staff to develop and retain a high performance, service-oriented work environment that supports the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.
5. Develops and maintains standards, plans, goals, objectives, policies and procedures for production support and work unit;
6. Develops procedures for change management and chairs the BTS change management process.
7. Develops equipment and software implementation plans for proper operation of Production Systems department and makes recommendations to the IT Operations Manager.
8. Recommends and develops Requests for Proposals/Qualifications for outsourcing requirements related to production systems support.
9. Serves as liaison with other BTS divisions, outside bureaus and agencies on all the issues related to the production systems; represents BTS and the City on production environment and operations committees and task forces both internal and external to the City.

Knowledge of:

- Multi-tier large-scale production environment management principles, methodologies, tools, and trends, including, including 7x24 data center environment management.
- Project management, change management, and quality assurance methodologies and processes.

- Enterprise architecture principles, methodologies and tools.
- Servers' configuration and setup rules, methods and techniques; servers' maintenance and management, operating systems (Windows Advanced Server, Unix, Linux, etc.).
- Principles, methodologies and techniques of large scale data storage and data warehousing, including Relational Database Management Software (Oracle, SQL Server)
- Operational characteristics, methodologies, principles and practices of the computer, network, data center and storage operations and management and business continuity and disaster recovery methods and processes.
- Internet, Intranet services and protocols including web, e-mail exchanges, etc.
- Network administration methods, tools and techniques including: network monitoring; security (firewalls, secure tunneling protocols, encryption, authentication and authorization); maintenance and management; network protocols and topologies (i.e., Ethernet, Frame Relay, SONET, etc.); network elements (bridges, switches, routers); and network services and protocols (TCP/IP, NetBEUI, NetBIOS, Telnet, SMTP, etc.).
- Emerging information technology and architectures, including Web-based services, e-business and e-commerce.

Ability to:

- Communicate, negotiate and obtain agreement on controversial and/or complex issues.
- Define, analyze and solve problems requiring creativity and flexibility.
- Communicate ideas and policy recommendations effectively, both orally and in writing to a broad spectrum of audiences.
- Plan, assign, supervise and coordinate the work of subordinates.
- Establish goals and objectives and develop comprehensive plans.
- Plan, coordinate, manage and evaluate complex work programs involving many diverse elements, interests and key stakeholders.
- Develop and monitor performance indicators and program effectiveness.
- Analyze proposals and alternatives to develop production support objectives, goals and operational programs.
- Operate within a rapidly changing environment with broad policy goals as guidance.
- Establish and maintain effective working relationships with subordinates, public and private officials, other governmental agencies, community groups and the general public.
- Analyze, develop, and implement administrative and technical policies and goals.
- Evaluate cost and resource information and make administrative decisions.
- Prioritize activities and projects.
- Establish goals and objectives and develop comprehensive plans.
- Implement change management, including new technologies, procedures, policies and standards.
- Develop high performance teams, including selection, training, performance evaluation, and supervision of staff.
- Manage centralized production support department with distributed customers.
- Establish and maintain effective working relationships in a diverse, team oriented work environment.
- Properly handle sensitive and confidential information.

30000879 - Project Management Specialty

Summary:

Under general direction from the Chief Technology Officer, the Senior Information Systems Project Manager is responsible for the management of a project office including the planning, organizing, management, development and implementation of major citywide and multi jurisdictional IT development projects.

The Senior Information Systems Project Manager monitors progress and performance against project goals and objectives and ensures system provides required functionality; manages the project budget; serves on a variety of committees; and coordinates assigned activities with other divisions, City bureaus, and governmental entities. Work requires project management expertise to integrate multiple interests and stakeholders in achieving successful project results. In-depth organization and process knowledge is also essential for ensuring project success. The Senior Information Systems Project Manager will manage project teams, which may include professional, technical and clerical staffs. Work may include both IT infrastructure and/or IT application development projects.

Examples of Work:

1. Develops and manages the project office for implementation of major citywide and multi jurisdictional IT projects.

2. Formulates overall project scope, direction, objectives, goals, budget and timeline; researches, develops and implements project charters and project plans to meet goals and service objectives; develops, recommends and manages project budget; develops associated operating and administrative procedures; identifies and implements solutions to project resource needs and requirements; plans, organizes, implements and evaluates work activities to meet established overall project goals and objectives; analyzes alternative methods or processes to meet service delivery goals, including conducting cost benefit and resource requirement analyses; ensures program compliance with all applicable City and outside agency requirements.

3. As project office manager, works with subordinate technical leads to assemble project teams; convenes technical, user and other appropriate task teams and committees; develops agendas and facilitates meetings; manages and/or coordinates the work of multiple teams and committees; manages and participates in the analysis and redesign of complex work processes associated with project; conducts management reviews of progress of project against time lines, goals and budgets; develops project reports and related materials; prepares staff reports and presentations; communicates project objectives, progress and issues to bureau managers, Council, and external stakeholders. Serves as a member, and/or facilitates the work of an executive steering committee comprised of city and external stakeholder budget and financial executives that provide guidance for the project.

4. Evaluates the effectiveness of project activities and makes project modifications; ensures that performance, maintenance, connectivity and security issues are addressed; prepares narrative and statistical project performance reports and recommendations.

5. Manages the work of project staff and outside consultants including establishing system requirements, technology parameters and business requirements; develops and issues requests for proposals; leads the selection process, negotiates terms and conditions, monitors project status and progress; authorizes work and payments; ensures system is developed, implemented and configured according to the specifications; ensures all activities and results are consistent with City strategic direction and standards.

6. Confers with other divisions and bureaus and governmental agencies; coordinates and integrates project activities; participates on related boards, commissions and committees; develops project partnerships.

7. Serves as an expert resource; provides technical assistance to staff.

8. Performs other special assignment work as required.

Knowledge of:

- Principles and practices of computerized systems analysis, design and development.
- Contract management practices, standards, processes and requirements.
- Principles and practices of information systems or telecommunication systems project management, development and administration.
- Methods and techniques of evaluating business needs and developing information system solutions.

Ability to:

- Plan, organize and manage a large and complex information technology project office including developing and managing project staff, budgets, work plans, process flow diagrams, use cases and timelines.
- Assess customer and business needs and define requirements.
- Coordinate and direct a variety of committees and work groups, maximizing staff effectiveness and aligning activities with overall project goals.
- Establish and maintain effective working relationships with co-workers, customers, vendors, management, Council and external stakeholders and others contacted in course of work
- Communicate with co-workers, managers, vendors, Council and external stakeholders including written communication, leading and facilitating task force committees, and making presentations in management meetings and Council.
- Collaboratively identify technical problems and solutions.
- Negotiate and manage consulting contracts.
- Analyze and assess project outcomes in relation to operational needs and make appropriate adjustments.
- Identify and respond to organizational issues, concerns and needs.
- Use project management tools and techniques to ensure expert projects are completed on time and budget.
- Understand, interpret, explain and apply City, state, and federal policy, law, regulation and court decisions applicable to areas of responsibility to a wide variety of audiences.
- Establish and enforce technological standards.
- Present proposals and recommendations clearly and logically.
- Represent the City effectively in meetings on a variety of technology issues.

- Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials appropriate to both technical and non-technical audiences.
- Exercise sound, expert independent judgment within general policy guidelines.
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations
- Establish and maintain effective working relationships with all levels of City management, other governmental officials, consultants, vendors, employees, the public and others encountered in the course of work.
- Manage staff including assigning and reviewing their work.

30000860 – QUALITY ASSURANCE SPECIALTY

Summary:
The Quality Assurance Manager plans, coordinates, and directs a Quality Assurance Program designed to ensure the quality of development, delivery and sustaining support of BTS technical services is consistent with established standards, performance and reliability targets and customer service level requirements. The Quality Assurance Manager works with the Chief Technology Officer in developing and implementing the quality assurance plan.

Examples of Work:
1. Manages, directs and coordinates the Quality Assurance program; develops and implements bureau wide policies and procedures relating to the quality assurance program including but not limited to bureau-wide change management and change control.
2. Develops and maintains policies and procedures for the Quality Assurance Program; develops goals and objectives; reviews and approves goals and objectives of subordinate staff; approves work programs of subordinate staff to insure consistency with City, departmental and bureau goals and objectives.
3. Develops and manages quality assurance process improvement programs for measured, continuous service quality improvement according to established best practices.
4. Develops, implements, and supports data collection for quality performance and service level reliability measurement
5. Reports all technology quality and reliability performance discrepancies and coordinates with appropriate stakeholders the development of quality and reliability improvement plans
6. Directly supervises a team of highly professional and experienced quality assurance staff up to and including recognition and discipline
7. Trains bureau staff in quality assurance policies and procedures as well as other bureau-wide policies and procedures which have a direct impact on the quality and reliability of BTS services; monitors and audits employee compliance to BTS quality assurance polices, procedures and training requirements.
8. Provides Bureau of Technology Services (BTS) oversight, strategy and advice on quality assurance to a variety of interested parties, including bureau directors and outside customers.
9. Works with City executives, regional technology leaders, BTS managers and stakeholders to insure the development of efficient and effective quality assurance initiatives that meet City and regional evolving business needs.

10. Evaluates new information, trends, tools and technologies occurring in the Quality Assurance technology discipline.
11. Develops and monitors an annual work plan and budget and coordinates work plans with other BTS departments and outside agencies.
12. Develops and implements large, complex enterprise, multi-bureau quality assurance initiatives; recommends and assists in the development of Requests for Proposals/Qualifications for quality assurance initiatives.
13. Represents BTS and the City on committees and task forces both internal and external to the City.
14. Attends City Council meetings and other public meetings to present Quality Assurance policies and procedures.
15. Serves as staff on a variety of boards, commissions and committees; prepares and present staff reports and other necessary correspondence

Knowledge of:

- Principles and practices of information systems and telecommunication systems quality assurance and change management program development, delivery, implementation and monitoring.
- Methods and techniques of assessing and evaluating bureau quality and reliability needs and developing quality improvement solutions.
- Principles and practices of complex information system, telecommunications systems and information technology applications.
- Advanced theory, principles, practices and techniques of methodologies, policies, procedures, standards and best practices employed in a complex municipal government to develop information technology and telecommunications structured, measurable and repeatable process improvement and quality assurance programs.

Ability to:

- Collaboratively identify technical service quality and reliability problems and solutions.
- Use quality control and change management tools and techniques to ensure BTS technical services are delivered and maintained with high quality and reliability
- Coordinate and direct a variety of committees and workgroups, maximizing staff effectiveness and aligning activities with the bureaus quality and reliability service level goals.
- Analyze and assess service quality and reliability discrepancies and make timely recommendations for appropriate adjustments.
- Establish and enforce quality control policies and procedures.
- Effectively develop documentation and training materials and train bureau-wide staff in polices, processes and procedures in support of the Quality Assurance program goals and as needed to support the quality and reliability of BTS services
- Present proposals and recommendations clearly and logically.
- Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials appropriate to both technical and non-technical audiences.
- Exercise sound, expert independent judgment within general policy guidelines.
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations

- Establish and maintain effective working relationships with all levels of BTS staff and City management, other governmental officials, consultants, vendors, employees, the public and others encountered in the course of work.
- Manage staff a highly professional staff including assignment and review of work and performance management up to and including recognition and discipline.