

**CLASS SPECIFICATION**  
**INFORMATION SYSTEMS MANAGER III**

**Pay grade: 61**  
**CLASS CODE: 30003071**  
**EFFECTIVE: December 13, 2018**

**CLASSIFICATION SUMMARY**

Reports to a Director or other executive-level position within the Bureau of Technology Services (BTS). Under minimal direction, plans, manages, supervises, coordinates, and evaluates information systems activities and operations. Classification is exempt from Civil Service.

Responsibilities include: leading the planning, implementation, monitoring, and reporting of assigned Division programs or activities; determining goals and standards; providing staff with leadership, direction, and support; ensuring implementation of the goals and mission of Division; developing, implementing, and monitoring practices to improve customer service; reviewing and managing budget allocations; managing subordinate supervisors and direct reports.

**DISTINGUISHING CHARACTERISTICS**

Information Systems Manager III is the highest of three classifications in the Information Systems Manager series.

Information Systems Manager III is distinguished from Information Systems Manager II in that the former requires less oversight and has substantial discretionary authority to develop and execute program policy, to make decisions with a greater Citywide impact, and to allocate program resources.

Information Systems Manager III is distinguished from Deputy Director in that the latter is responsible for broad strategic and operational support to the Director, policy development and implementation, and regularly acts as the Director in their absence.

Information Systems Manager III is distinguished from the Manager series in that the former exercises management responsibilities over organizational units specifically responsible for specialized technology and communications solutions within BTS and requires specialized education, knowledge, and/or training.

**ESSENTIAL FUNCTIONS**

Depending on the assignment, the incumbent may perform a combination of some or all of the following duties, and perform related duties, as assigned.

**General Duties:**

1. Direct the Division in carrying out the City's and Bureau's vision, mission, and objectives; assist in the development of strategies, policies, and initiatives to implement the strategic plan; provide financial management; administer policies, procedures, programs, goals, and objectives.
2. Lead the preparation of strategic and tactical work plans; develop, implement, improve, monitor, and evaluate programs, projects, workflow, methods, and work products in accordance with Bureau plans, budgets, and policies; perform specialized financial, revenue, budgetary and management studies and analyses.

3. Direct Division budget development and administration; forecast resources needed for staffing, equipment, materials, and supplies; manage Division budgets, including payroll, operating, and capital; monitor budget to actual revenues and expenditures and suggest mid-year or other adjustments; direct and oversee budget cost/benefit and resource requirement analyses.
4. Develop and establish performance requirements and personal development targets for staff; coach, train, and manage performance; monitor and provide coaching for improvement and development; evaluate performance and complete annual performance reviews.
5. Review and analyze relevant statutes, regulations, ordinances, and policies in terms of impact on Division and to ensure compliance.
6. Consult with City executives and management and legal staff on technological and communication capabilities to meet the City's goals and objectives.
7. Manage and direct the development, design, implementation, and evaluation of communication, application, and information technology and security programs, plans, processes, systems, and procedures.
8. Direct the development and implementation of Bureau standards; initiate changes to code, policy, and regulations related to the Division.
9. Work with subordinate managers and supervisors to implement improvements and efficiencies identified through working groups with Managers, Directors, and other high-level management.
10. Conduct analysis of programs and services to identify and formulate improvements and efficiencies, with a focus on Bureau-wide opportunities that will arise as staffing levels and workload change.
11. Provide leadership to attract, develop, and retain diverse, highly competent, service-oriented staff that support the City's and Bureau's mission, objectives, and service expectations; create and promote an equitable workplace that demonstrates an environment respectful of living and working in a multicultural society; ensure that employees are provided with guidance and opportunity to correct deficiencies, and appropriate discipline procedures are implemented.
12. Ensure information system and program security compliance with federal, state, local, and industry laws, regulations, rules, and policies.
13. Manage and oversee the planning, design, and implementation of information technology capital projects, ensuring consistency with City and Bureau/Office strategy, commitments, and goals; develop and monitor project scope, budget, and schedule; prepare cost estimates; manage resources, tasks, timelines, and deliverables; monitor, evaluate, and report on project status; coordinate with project stakeholders; lead organizational change management; oversee procurement and administration of contracts with vendors and consultants; and solve project integration and utilization issues and overseeing updates or changes.

**Specific Duties:**

In addition to the General Duties, the incumbent may perform a combination of some or all of the following duties specific to the position.

1. Maintain the City's public safety radio and emergency dispatch, telecommunications, and video surveillance systems and network environments; resolve voice, radio, dispatch technology, and network support issues; engineer and maintain the City's communications systems and networks.
2. Develop and support Citywide and Bureau-/Office-specific business applications and services; advance e-government and e-commerce initiatives; provide Citywide application development, implementation, and support; engineer new technology solutions to meet specific needs; provide oversight of outsourced application development and services.

**SUPERVISION RECEIVED AND EXERCISED**

The work of this classification is performed under minimal direction by a Director or other executive-level position. This position has significant discretion in carrying out the mission and goals of the Bureau.

Directly supervises a minimum of four (4) employees. May indirectly supervises staff assigned to subordinate supervisors.

### **KNOWLEDGE/SKILLS/ABILITIES REQUIRED**

1. Thorough knowledge of the principles and practices of leadership, operational and strategic planning, business communication, public administration, program evaluation, and budget preparation and administration, and fields related to the mission and purpose of the Bureau.
2. Thorough knowledge of principles of management, supervision, training, and performance evaluation.
3. Thorough knowledge of the principles, practices, and techniques for building and managing an information technology or communications operation to meets the needs of a multi-disciplined public agency.
4. Knowledge of relevant federal, state, and local laws, statutes, regulations, and ordinances, and the ability to analyze, interpret, explain, and apply them.
5. Thorough knowledge of principles, practices, and techniques of communications technology and/or information technology management, including application design, hardware and software applications, and equipment.
6. Knowledge of telecommunications system design and engineering, transmission protocols and standards, vendor roles and relationship, communications, video, and network engineering management, design and operational principles, practices, materials, costs construction techniques, regulations, standards, and equipment for certain positions.
7. Knowledge of project management methods, tools, and techniques, including project cost accounting, change management, and control.
8. Ability to manage functions and operations including personnel management, budget administration, and apply program practices to diverse and complex City services.
9. Ability to communicate effectively, both verbally and in writing; present information, proposals, and recommendations clearly and persuasively in public settings.
10. Ability to apply analytic and problem-solving skills to independently develop sound decisions, conclusions, and recommendations.
11. Ability to establish and maintain effective working relationships with those contacted in the course of work; demonstrate tact, diplomacy, and patience, and gain cooperation through discussion and collaboration.
12. Ability to manage a multicultural workforce, promote an equitable workplace environment, and apply equitable program practices to diverse and complex City services.
13. Ability to analyze customer business, communication, and information technology needs, identify alternative technological or communications approaches, and develop integrated, efficient, and cost-effective implementation plans.

### **MINIMUM QUALIFICATIONS REQUIRED**

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

**Education/Training:** Bachelor's degree from an accredited college or university with major course work in information technology, telecommunications, computer science, engineering, or related field;

AND

**Experience:** Ten (10) years of progressively responsible information management or communications systems experience, including five (5) years in a supervisory role.

### **Special Requirements and/or Qualifications:**

Specific experience or certification may be required for certain positions.

A valid state driver's license may be required for certain positions.

**Preferred Qualifications:**

Experience working for a public agency in a supervisory or management role.

Bargaining Unit: Non-represented

FLSA Status: Exempt

HISTORY

Revision Dates: