

INFORMATION TECHNOLOGY (IT) MANAGER

JOB DESCRIPTION

Classification Responsibilities: An Information Technology (IT) Manager is responsible for developing the service strategy for one or more services, guiding the City's investment in that service, and developing the workforce needed. An IT Manager understands IT service cost drivers and connects cost of service to consumption drivers, and manages the service-level agreements (SLAs) for specific services. The IT Manager guides continuous improvement efforts for the service and meets with solution and system architects to discuss impact of new technologies and the architecture roadmap. The IT Manager interacts with vendor managers to identify and evaluate emerging technology and their impact upon services. The IT Manager in Business Solutions is the engagement manager for resource planning and management conversations with business partners. This includes reviewing business requests for service enhancements, cost evaluations, standards reviews, and prioritization with customers and team. The IT infrastructure manager supports the City's service delivery by providing reliable IT infrastructure support to ensure sustainability and efficiency. IT Managers manage resource availability in order to continuously support City departments and evaluates overall IT infrastructure capacity in order to ensure optimum system performance.

Methods include: facilitating meetings and governance boards; acting as an advisor and reviewing or consulting on proposed work plans and project progress; implementing, evaluating, and modifying procedures, including the administration and ongoing development of varying customer-related services; completing continuous long-term and short-term strategic information technology planning for Citywide information technology services; and identifying Department of Innovation and Technology (DoIT) and customer resources necessary to accomplish goals and objectives. Additional duties include: marketing DoIT services to City customers and managing customer expectations, as well as monitoring, reporting, and addressing issues related to customer satisfaction; formulating budgets, procedures, and long-range plans in relation to City customer's business requirements; supervising and directing professional staff in accomplishing DoIT and customer objectives. Duties include coordinating the completion of multiple projects and service deliverables, ensuring that customer project and services objectives are balanced against available resources; ensuring all work is done in alignment with City and IT long-term strategies; and performing related duties as required.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. Excellent communication skills are essential in dealing with both internal and external parties. Incumbents must possess sufficient communication skills and business and technical knowledge in order to communicate meanings and impact using both business and technical terminology. Incumbents work independently and with initiative in performing day-to-day responsibilities to meet the continuous demands associated with the completion of simultaneous projects and requests for a variety of resources. This class is supervised under the general supervision of an Assistant Chief Information Officer or Chief Information Officer, who evaluates work through reports, conferences, meetings, and results achieved. Employees in this class are required to be available on a 24-hour basis to cover emergency situations. This class is FLSA exempt-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Computer Science, Management, Public Administration, Project Management, or related field. Extensive (5+ years) experience in IT management or project leadership. Considerable (3 - 5 years) experience in managing, supervising, or leading the coordination and management of large-scale systems or services.

Special Requirements. For this position, an individual receiving a conditional offer of employment from the City of Mesa must pass a background investigation through the City of Mesa Police Department, the Arizona Department of Public Safety, and Federal Bureau of Investigation prior to commencing employment with the City of Mesa (*by assignment*). Because of the confidential, sensitive nature of information handled, successful completion of a background investigation is required (*by assignment*). Must possess a valid Class D Arizona Driver's License by hire or promotion date (*by assignment*).

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Good (1 - 3 years) experience in the area of assignment is desirable. Experience with presentations, project management, team facilitation, budgeting, marketing, advertising, training, asset management, and purchasing are highly desirable. Experience or training in customer service techniques is also desirable.

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Communicates with the general public, other City employees, vendors, management, and public officials in order to create awareness of departmental services/offerings, and administer assigned projects/services. Instructs and trains department staff regarding effective communication methods. Coordinates preparation of booklets, reports, speeches, and audio-visual programs to inform City employees of DoIT programs and services. Prepares written documents including recommendations, surveys, City Management and Council Reports, contracts, proposals, requests for bids and purchases, manuals, reports, business area analyses, and forms, etc., using proper sentence structure and clearly-organized thoughts. Communicates with internal and external audiences on controversial or sensitive issues on behalf of management, and is able to interpret technological issues and offer business solutions.

Manual/Physical: Attends meetings and seminars. Enters data into a Personal Computer (PC) in order to assemble and organize information. Distinguishes colors to determine adherence to printing specifications as well as for general effective visual communication. Operates a variety of standard

office equipment such as a PC, telephone, calculator, and printer in order to acquire, process, and disseminate information. Operates a motor vehicle requiring a standard Class D Arizona Driver's License to provide on-site technical support at customer locations (*by assignment*).

Mental: Plans and manages the work of staff members, project teams, and technical personnel through motivating, and evaluating performance. Develops department marketing plans. Conducts research and analyzes data (customer satisfaction surveys, focus groups, program/services need surveys) to help determine types of services and projects needed, target communication more effectively, and improve customer relations. Develops policies and procedures, short- and long-term objectives, business plans, and budgets. Resolves work-related problems involving time constraints, project costs, delays, etc. Negotiates with DoIT and other City department representatives to arrive at consensus on strategic decisions and priorities. Negotiates with vendors regarding payment structures and contractual issues. Resolves work procedural problems and answers questions. Analyzes the operational efficiency of DoIT and its functions. Performs mathematical and financial calculations to assist in the development of the department budget. Coordinates activities with vendors and customers to prevent, resolve, or minimize customer problems. Reviews and evaluates information such as status reports and requests for services to determine compliance with City and department policies and state and federal laws.

Understands and interprets technical specifications, schematic drawings, or other visual aides to assist customers in determining their business and technical needs. Inspects the work products of others to ensure compliance with standard operating procedures and department policies and procedures. Learns job-related material in a classroom setting and/or through on-the-job training.

Knowledge and Abilities: (*Common to all assignments*)

Knowledge of:

strategic planning and competitive analysis methodology;
project management and control techniques in a team environment;
general functions of City departments, including departmental needs and requirements;
laws, policies, and regulations governing the purchase of commodities and services for the City;
information technology concepts and practices;
word processing/office systems equipment;
industry trends involving information technology;
principles of change, problem, and asset management;
general theories and principles of product/service marketing and public relations;
methods to create a Continuous Quality Improvement (CQI) environment; and
principles, practices, and procedures of employee supervision, including hiring, evaluating, and training.

Ability to:

make oral and written presentations to senior internal and external audiences;
act as a liaison with external service providers across multiple projects and services;
develop DoIT's marketing strategy in order to solicit support internal and external to DoIT;
establish and maintain effective working relationships with fellow workers and representatives from

other City departments;
improve overall DoIT costs, procedures, and services;
coordinate service-level agreements to ensure that customer needs are met;
integrate DoIT resources and customer needs for projects and services so that realistic strategic goals are established, measured, and met;
meet deadlines and handle more than one project/services simultaneously;
develop and maintain good interpersonal skills regarding teamwork, cooperation, motivation, and listening;
make and act on decisions impartially and objectively;
exercise initiative and creativity in the improvement, development, and implementation of overall DoIT programs and services;
confer with customer representatives and outside vendors on operations and project/service technical problems;
coordinate and evaluate the work of assigned staff in conjunction with the project, service and team leaders;
explain complicated and technical information in simple, non-technical language;
logically analyze and synthesize complex systems to develop satisfactory solutions;
conduct internal market research to measure customer satisfaction across projects/services, and advise project and service areas on survey techniques;
handle administrative functions, such as timekeeping and approvals;
perform high-level budget management and administration for multiple projects and functions;
educate DoIT members and clients on budget methods and issues;
create long-range plans;
negotiate and facilitate conflict resolutions; and
measure return on investment and report to management.

Business Solutions Assignment

Knowledge of:

effective vendor management and IT continuity management; and
IT architecture and IT governance.

Skill in:

challenging, convincing, and influencing the various stakeholders involved;
IT service pricing, business case development, and account management;
Information Technology Infrastructure Library (ITIL) strategy formulation and service architecture;
communication;
tactical organization and team collaboration; and
team leadership.

Ability to:

communicate and build relationships outside IT; and
perform market and competitor analysis and business domain analysis.

Infrastructure and Enterprise IT Services Assignment

Knowledge of:

effective vendor management and IT continuity management; and
IT architecture and IT governance.

Skill in:

challenging, convincing, and influencing the various stakeholders involved;
ITIL strategy formulation and service architecture;
IT operational service excellence and service level measurement;
communication;
tactical organization and team collaboration; and
team leadership.

Ability to:

perform market and competitor analysis and business domain analysis; and
anticipate risks and devise solutions in the moment.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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