Innovation & Technology Manager
Infrastructure

Definition

Under administrative direction, this position is responsible for planning, organizing, directing, staffing, and controlling technology functions and/or operations of work units within the Innovation and Technology Department. The position receives general direction from the Chief Technology Officer and exercises general supervision over assigned staff.

Class Characteristics

This is a single-position, professional classification responsible for overseeing and managing the City's Infrastructure Division with responsibility for the engineering, technical operations, help desk, and network systems administration. Incumbents are expected to possess the ability to adapt specific program procedures and activities to meet the needs of the City, other agencies, and technological advances. Successful performance of the work requires skill in proactively evaluating program goals and objectives to define and integrate the requirements of various internal and external clients. The work requires the frequent use of tact and judgment, knowledge of City-wide operations, and the ability to conduct independent projects and programs. This class is distinguished from the Chief Technology Officer who has overall management and coordination of the Innovation & Technology Department. This class is distinguished from Network Specialist in that the Innovation & Technology Manager exercises full supervisory and managerial authority over the Infrastructure Division within the department while the Network Specialist performs complex systems design, engineering and administration.

Typical Job Functions
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Manages a team of network and help desk professionals in support of the City's WAN, LAN and desktop environments.

Develops and implements goals, objectives, policies, and priorities for the assigned function; determines within departmental policy, appropriate service and staffing levels; recommends, administers, and documents policies and procedures.

Develops and administers annual budget; approves and tracks expenditures; reviews, approves and researches costs for new hardware, software and other items; reviews, approves and prepares cost/benefit analyses, reports and recommendations.

Designs, analyzes, plans, coordinates, schedules, supports, and administers the City-wide data and telecommunications network; plans and schedules maintenance/repair activities; develops programs for routine and preventative maintenance of network systems.

Maintains, modifies, and assists in desktop computer network configurations and interfaces; provides consultation and technical assistance to departments in the evaluation, acquisitions, and implementation of alternate technologies; negotiates and administers contracts for hardware and software acquisitions, implementation, maintenance, and consulting services.

Develops tactical plans, objectives and priorities for assigned work unit(s)/operational area(s); plans, develops and implements programs that utilize human and financial resources to achieve results.

Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Chief Technology Officer.

Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures; leads and conducts internal affairs investigations.

Oversees the management and performance of voice and data network; ensures the security and accessibility of the voice and data network; provides redundancy in all mission-critical services within budget constraint.

Monitors, manages, and maintains environmental and health monitors for all network locations, including the health of the automated emergency management system, notification and log-in services, and other internal monitoring systems.

Recommends new/revised rules, regulations, policies, and procedures relative to the use of City systems and network applications; develops guidelines for project control, data and equipment security, information privacy, and internal controls.

Writes and maintains user and technical operating instructions and documentation; prepares training materials and conducts formal and informal training programs on the use and operation of infrastructure technologies and advises on best practices.

Stays abreast of new trends and innovations in technology related to network operations, security and help desk; researches, recommends, and evaluates vendor solutions and technologies; implements improvements; works with staff to maintain, revise, or improve operations and systems.

Assists in the ongoing development and implementation of the City's Disaster Recovery/Business.

Continuity Plan; provides input into planning activities; participates in disaster recovery scenario, testing, and training.

Assumes responsibility for procurement of services and goods required; develops specifications for requests for proposal pertaining to external services; reviews submissions and provides recommendations on vendor selection.

Directs the management of projects to enhance and/or upgrade technology services and utilization.

Manages projects that vary in size and scope, and require varying levels of staff and resource support.

Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.

Attends leadership, management, supervisory and information technology training to stay abreast of industry best practices.

Assumes duties of Chief Technology Officer when assigned.

Performs other duties as assigned.

Qualifications

Knowledge of:

Principles and applications of Information Technology tools, including planning and development of information and telecommunications systems applicable to municipal government and similar service-based organizations.

Administrative principles and practices, including goal setting, project management, and the development, analysis, and evaluation of programs, policies, and operational needs of the assigned functional area.

Principles and practices, methods, equipment, materials, and techniques used in system network applications.

Network concepts, including topologies, protocol, firewalls, security, hardware, and software.

System analysis and development principles, practices, methods, and techniques.

Functions and operations of various database management systems; basic systems, architecture, and integration constructs; network and computer operating system.

Principles and practices of budget development and administration.

Principles and practices of employee supervision including work planning, assignment, review and evaluation, and the training of staff in work procedures.

Business process engineering, documentation and automation.

Advanced operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information technology program.

Advanced methods and techniques of evaluating business need requirements to provide technology solutions.

Principles and practices of identifying technology needs and issues, researching and evaluating technology, applications and the most effective courses of action and implementing solutions.

Applicable Federal, State, and local laws, codes and regulations.

Modern office practices, methods, and computer equipment and applications related to the work.

Record keeping principles and procedures.

English usage, grammar, spelling, vocabulary, and punctuation.

Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

Oversee the development and maintenance of information technology systems.

Recommend and implement goals, objectives, and practices for providing effective and efficient services.

Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.

Evaluate and develop improvements in operations, procedures, policies, or methods.

Research, analyze, and evaluate new service delivery methods, procedures, and techniques.

Assess user needs and recommend appropriate software and systems to meet these needs.

Perform complex modeling, mapping, database maintenance, and other professional-level tasks.

Develop documentation and informational materials and train users in compute technologies.

Interpret, apply and explain technical materials to non-technical users.

Interpret, apply and explain complex Federal, State, and local laws, codes, regulations, departmental policies and procedures.

Understand the organization and operation of City departments and of outside agencies as necessary to assume assigned responsibilities.

Prepare clear and effective reports, correspondence, policies, procedures, and other written material.

Make accurate arithmetic, financial, and statistical computations.

Establish and maintain a variety of filing, record-keeping, and tracking systems.

Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

Operate modern office equipment including computer equipment and specialized software applications programs.

Use English effectively to communicate in person, over the telephone, and in writing.

Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience
Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in computer science, information systems, engineering or related field and four (4) years of progressively responsible experience in network analysis, design, and maintenance.

Licenses and Certifications

Possess and maintain a valid Class C California driver's license.

Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office and but occasionally standing in and walking between work areas and development sites is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push and pull materials and objects weighing up to 25 pounds.

Environmental Elements

Employees partly work in an office environment and partly work in and around public works infrastructure and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical

hazards, and hazardous physical substances and fumes. Employees may interact with challenging staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

Working Conditions

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

FLSA: Exempt
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