



HUMAN RESOURCES DEPARTMENT

## POSITION DESCRIPTION

**TITLE:** MIS/Computer Technology Manager      **LAST UPDATED:** 1/18/2016  
**DEPARTMENT:** Information Technology      **JOB CLASS:** 54  
**REPORTS TO:** Enterprise Technology & Infrastructure Manager      **FLSA DESIGNATION:** Exempt

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**Summary:** Under general direction of the Enterprise Technology & Infrastructure Manager, the MIS/Computer Technology Manager oversees the planning, support and maintenance of the City's computer (desktop, laptop, server, portable and mobile devices) and telecommunication (VoIP phone system and 3<sup>rd</sup> party communication agreements) infrastructure to ensure reliability, availability, serviceability and security. Provide long range planning and implementation of system upgrades to meet the changing needs of City departments and employees. Oversees assigned staff.

*The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbent(s) in this position. Incumbent(s) may not be required to perform all duties in this description and incumbent(s) may be required to perform position-related tasks other than those specifically listed in this description.*

### **Essential Job Functions:**

- Designs, Implements and supports technology solutions based on internal customer needs and organization objectives.
- Oversees establishment of long and short range objectives to provide reliable computer and telecommunication systems.
- Implements, maintains and enforces policies and procedures for security standards, Internet and e-mail use.
- Tests and implements the maintenance and consistency of existing hardware and software applications.
- Manages the installation, maintenance, repair, and replacement of telecommunication and computer systems, hardware, software and peripherals.
- Develops, maintains and verifies inventory database, automated procedures, and system backups.
- Responds to complaints or inquiries regarding training and technical support for end users.
- Evaluates and counsel subordinates regarding discipline and other problems
- Completes performance evaluations on subordinate employees.

### **Other Important Duties:**

- Researches and prepares projection and justification for department annual budget of computer and telecommunication needs for the growth of the City.
- Travels to attend meetings, conferences, trade shows, and training.
- Perform other related duties as assigned.
- Regular and consistent attendance for the assigned work hours is essential.

### **Required Knowledge and Skills:**

- Knowledge of desktops, laptops, servers, mobile devices, VoIP phone systems and related equipment.



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- Knowledge of hardware, software, and peripherals installation, maintenance, repair, upgrade, systems analysis, and programming.
- Knowledge of Microsoft Active Directory and group policy.
- Knowledge of resources for resolving and correcting systems problems.
- Knowledge of Local Area Network, Wide Area Network, Internet, Intranet, and e-mail systems.
- Knowledge of customer service and computer help desk methods, practices and procedures.
- Knowledge of City policies and procedures.
- Ability to plan for current and future needs of computer and telecommunication systems for the City.
- Skill in effective oral and written communications.
- Skill in developing, planning, implementing and monitoring Management Information Systems standards for security, and end user departmental procedures and objectives.
- Skill in analyzing, applying, maintaining and manipulating software systems to meet the needs of the end user.
- Skill in safely utilizing hand tools in the maintenance, repair and installation of computer and telecommunication systems.
- Skill in effectively supervising and delegating duties to assigned staff.
- Skill in resolving customer complaints and concerns.

**Preferred Education, Experience, and Certifications:**

- Bachelor's Degree in Computer Science, Database Administration, Electronic Technology or related field, **and** five (5) years installation, repair and upgrading of computer systems, one (1) year of which is in a managerial or supervisory role; **or** equivalent combination of education and experience.
- May be required to obtain applicable Microsoft Certifications issued within one (1) year from date of employment.
- Must pass a pre-employment drug screen, criminal background check and post offer physical agility exam.
- Must possess valid State of Texas Drivers License.

**Environmental Factors and Conditions/Physical Requirements:**

- Work is performed in an office setting.
- May be subject to repetitive motion such as typing, data entry and vision to monitor.
- May be subject to occasional bending, reaching, kneeling and lifting such as installing, maintaining or repairing telecommunication or computer systems, hardware, software and peripherals.
- May be subject to extended periods of standing and sitting when installing or maintaining computers, telecommunication, or networking systems.
- May be subject to electrical currents and electrical shock.
- Must be able to lift up to 50 pounds.

**Equipment and Tools Utilized:**

- Equipment utilized includes personal computer, copier, calculator, fax machine, other standard office equipment, small hand tools, wiring and test equipment and department or personal vehicles.