



HUMAN RESOURCES DEPARTMENT

## POSITION DESCRIPTION

<b>Title:</b>	<b>Information Services Manager</b>	<b>Last Updated:</b>	<b>4/24/14</b>
<b>Department:</b>	Information Technology	<b>Job Grade:</b>	
<b>Division:</b>	Information Services	<b>FLSA Designation:</b>	Exempt
<b>Reports To:</b>	Director of Information Technology		

**Job Summary:** Under general direction from the Director of Information Technology, the Information Services Manager will direct the support, maintenance and configuration management of integrated IT solutions that support business application systems in all departments.

*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:

- Provides leadership and management to the Information Services Division.
- Collaborates with departments to help business operations utilize information systems to improve efficiency.
- Supervises, directs, and evaluates assigned staff; processes employee concerns and problems; directs work; counsels; disciplines; and completes employee performance evaluations.
- Improves business processes and support critical business strategies by managing the development, implementation, and maintenance of business application systems.
- Oversees the configuration management of business application systems.
- Coordinates with software and system users the integration of business applications and processes.
- Oversees City-wide training program for business application systems.
- Establishes performance standards and objectives and monitors the department's performance to assure they are met
- Prepares bid documents and related material to obtain information on prices of goods and services from vendors, analyze bids and make recommendations.
- Plans and directs budgets, goals, and business objectives.

### Other Important Duties:

- Travels to assigned meetings, presentations, conferences and training.
- Performs maintenance functions as necessary.
- May be required to work irregular hours.
- Researches current industry trends, new technologies, innovations and related legislation.
- Perform other related duties as assigned.
- Regular and consistent attendance for the assigned work hours is essential.

### Knowledge/Skills/Abilities:

- Knowledge of research and technical support techniques.
- Knowledge of departmental and city rules, regulations and procedures relevant to information systems and service.
- Knowledge of various Reporting Solutions.
- Knowledge of Local and Wide Area Networks.

- Knowledge of programming languages utilized for application development.
- Skill in principles of computer technology, systems analysis and design.
- Skill in effectively managing multiple projects.
- Skill in resolving customer complaints and concerns.
- Ability to assess staff skill levels and assign work appropriately; along with the ability to motivate team efforts to accomplish goals.
- Ability to communicate effectively to senior, managerial and technical levels and clearly present technical approaches related to resolving business issues with technology.

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

- Bachelor's Degree or Master's Degree in Information Systems, Computer Science or related field from an accredited college or university and minimum of five (5) years' experience in information technology, two (2) years of business application system support or equivalent combination of education and experience. Three (3) years supervisory experience preferred or equivalent combination of education and experience.
- May be required to obtain applicable certifications within one (1) year from date of employment.
- Must pass a pre-employment drug screen, criminal background check and MVR check.
- Must possess valid State of Texas Driver's License.

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

- Work is performed in an office environment.
- 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 when installing or inspecting integrated hardware and software used by City departments.
- May be subject to long periods of standing while training other employees.
- May be subject to sitting for long periods of time while performing functions of the position.
- Must be able to lift and carry 20 pounds.

**Equipment:**

- Ability to operate a variety of office equipment including but not limited to personal computer, plotter, scanner, calculator, telephone, and general office equipment, etc.

**Approved By:**

Signed by Curt Balogh, Director of Information Technology  
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 Curt Balogh, Director of Information Technology

05/08/2014  
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 Date

  
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 Shannon Allyn, Human Resources Generalist

05/08/2014  
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 Date