

**INFORMATION SYSTEMS MANAGER
(Class Code 1409)**

TASK LIST

LONG TERM PLANNING AND BUDGET

1. Prepares proposed annual budget to management for the section or division by reviewing budget reports and supporting documentation prepared by subordinates to ensure sufficient justification, and submits proposed budget to management to be included in the department's budget in order to ensure that the technology budget is accounted for in the department's budget and priorities.
2. Calculates costs and benefits involved in areas such as the procurement and/or maintenance agreements of hardware, software, training, or new system implementations using an electronic format in order to determine the feasibility of implementing a new system and/or maintenance/upgrade of an existing system, and to provide justifications for budget requests.
3. Writes documents such as white papers for new technology deployments, business cases, technology plan documents, goals and rationales of budget requests, section status reports or recommendations for the purchase of new products or services and submits to department executive management and/or council such as Chief Information Officers, Assistant General Managers, and General Managers in order to adequately justify procurement, projects, budget expenditures, and staffing.
4. Writes strategic plan for section or division, predicting and defining the data, system, and network architecture needed to carry out the department's mission for future implementation, by developing standards for work based on department's long-range plan and reviewing performance metrics to identify changes from period to period in order to align department resources with department and City goals.
5. Evaluates and recommends actions the section or division should take in response to problems affecting productivity such as short staffing, delayed procurement of hardware or software, or unforeseen changes in system requirements by considering such factors as the time required to correct the problem, the alternative solutions or ways around the problem, and the impact on users.

OPERATIONS

6. Reviews documentation submitted by subordinates in the information technology and/or telecommunications fields of change management protocols and service management plans and procedures for maintaining and/or providing system reliability when modifying existing systems or launching a new system in order to ensure proper protocols and procedures are in place and being adhered to.

7. Responds to requests from various stakeholders regarding information technology (IT) services such as complaints regarding inefficiencies with systems, verbally, via email, or by writing memos to management with recommendations on how to address the request based on factors such as conformance of the request to City or department information technology (IT) policy, priorities of the section, and feasibility of the request in order to provide quality customer service.
8. Meets with City representatives including elected officials, outside agencies, and/or vendors to determine department system needs, requirements, processes and workflows for new, existing, or enhancements of systems, as needed, in order to support project goals and/or operational needs.
9. Communicates with vendors to obtain information for new and existing products and services being considered for procurement in order to improve workflow and efficiency and ensure integration with department and City goals.

PROJECT MANAGEMENT

10. Determines the priority of projects within section or division by considering factors such as the needs and impact to stakeholders including the public and City operations, and the resources and staffing needed for different projects in order to support operational needs by ensuring that work can be completed in a timely manner.
11. Prepares, reviews, and/or approves project plans, which outline the intended scope of a system and estimates of resources, personnel, time, and equipment required to complete projects including all applicable project components such as verified cost risk management plan, communications plan, project delivery recommendations, contract management plan and quality management plans in order to ensure that the proposed project plan is feasible and can be successfully completed.
12. Schedules and attends meetings with various task forces or executive management such as the General Manager (GM) of their department to discuss the status of current or future projects in order to address operational needs including budget and resources, and to ensure that work gets completed on time and according to the project plan.

SUPERVISION

13. Plans and assigns the work of subordinate supervisors and professional staff engaged in the development, implementation, and maintenance of information systems and infrastructure, taking into account the impact on users and the department/City and the resources and staffing needed for different projects.
14. Assigns and tracks work of staff and provides relevant history in order to ensure employees can perform their job successfully.

15. Applies the principles of Equal Employment Opportunity (EEO) including zero tolerance through the promotion of a positive work environment through training, discussion and monitoring employees' behavior regarding cultural diversity, sexual harassment, discrimination, and retaliation and taking appropriate corrective action when necessary to ensure compliance with City and department policies and procedures.
16. Counsels employees including subordinate supervisors on personnel issues such as rule infractions or inappropriate conduct and/or disciplines employees following departmental progressive disciplinary procedures in order to perform personnel policy functions.
17. Discusses completed work with employees, including quantity and quality, timeliness, and problems encountered and provides verbal and/or written feedback in order to provide recognition of good/poor performance and to coach them for effective performance of current and future assignments.
18. Documents job performance of staff by evaluating employees in areas relevant to the job and by discussing the evaluation with the employee during performance evaluations in order to provide feedback, identify developmental needs, and prepare employee for career advancement opportunities.
19. Communicates information to employees orally and in writing, including information from management such as policy changes or department objectives and priorities including, but not limited to, interpretations of City policies or memorandums of understanding (MOU), Executive Directives (ED) such as updated safety information, and training and promotional opportunities in order to provide employees with relevant information.
20. Communicates activities of unit with other supervisors and/or staff and informs management of completed work activities, deviations from planned work, and/or employee suggestions and concerns in order to ensure everyone is informed of work activities including project status.
21. Interviews job candidates for information technology/telecommunications positions in order to make hiring recommendations and/or decisions based on factors such as technical knowledge and job requirements.
22. Consults with the City Attorney's Office, and the City Personnel Officer to obtain and exchange information regarding liability or legal actions, employee grievances, and other personnel issues in order to ensure decisions are made in compliance with memorandums of understanding (MOU), laws, regulations, and policies.
23. Evaluates requests for time-off, training, and changes in personnel/administrative practices against operational needs in order to determine whether to grant time off to staff and to inform staff of such changes.

24. Reviews performance evaluation documentation submitted by subordinate supervisors for completion and appropriateness of evaluation and provides guidance on any plans for improvement that the supervisor has developed for subordinate.

OTHER

25. Attends technical conferences, conducts research, reads technical information systems material including new product announcements, trade journals and industry news, meets with representatives of other government or public agencies, and/or attends public meetings in order to stay informed of developments in the information systems profession including new technologies that can be used to improve workflow and efficiency within the City.

26. Delivers oral presentations to groups of management, peers, and other department representatives on topics such as new technologies, projects under development, and trends in the information technology (IT) industry and within the department in order to inform and/or persuade City or department staff.