



INFORMATION SYSTEMS MANAGER
Information Systems Department

Range: 65 (Exempt)
Salary:

JOB DEFINITION: Under general direction, plans for and coordinates the operation, maintenance, and integration of computer platforms and networks to provide effective systems and systems availability, communication and computing support to meet the present and future needs of the Agency; directs the operations of the Information Systems Department, and is responsible for the oversight and performance evaluation of each member of the department. Provides back-up supervision to the Customer Service Department.

REPORTS TO: Finance Director

DISTINGUISHED FROM LOWER RANGE POSITION(S):

This position is a management/supervisory level position.

EXAMPLE OF DUTIES:

Duties include, but are not limited to:

Authorizes or executes the creation of system-related objects, including data directories, files, subsystems, job and message queues, communication and work station devices; establishes and maintains user and other authorization files; maintains system security to ensure system and data integrity; analyzes current and future system capacity issues and recommends system upgrades or replacements; manages and participates in the installation of system upgrades and fixes; maintains data and directories; researches, diagnoses and resolves problems to minimize system downtime; documents or oversees the documentation of system and network configuration and standards; establishes, monitors and adjusts system backup and recovery procedures and schedules; maintains and monitors security cameras at all Agency facilities and recommends upgrades or replacements; utilizes aerial lift and scissor lift for installation and repair of security cameras and wireless Wide Area Network (WAN).

Analyzes and documents user work process and systems requirements; review requests for system modification from other departments and analyze impact on current and planned resources; maintain familiarity with current industry developments in hardware and software technology; train and supervise personnel assigned to the department; evaluates and tests vendor products for conformance with Agency requirements and standards; coordinates, supervises and participates with other Information Systems members in system analysis, design and development of applications or enhancements; recommends the selection and purchase of hardware and software; prepares budget for server and network hardware, software, and related supplies to meet Agency needs and requirements; oversees the installation of new operating systems and upgrades and evaluates their effectiveness; selects and keeps current maintenance agreements for Agency computer, network, phone and certain electronic devices and initiates repair and service calls as needed; monitors and recommends the cleanup of system disk storage; recommends program modification to enhance system performance; reviews and recommends software to aid in the automated management of system performance.

Provides back-up supervision to the Customer Service Department as needed. Troubleshoots Itron meter reading devices and related software, and oversees the various functions assigned in conjunction with the Itron meter reading program.

QUALIFICATIONS:

Schooling: High School Diploma or G.E.D.

Certification(s): None required

Experience: 3 years of progressively responsible experience in recording and reviewing financial or statistical records, including five years experience in operating data processing equipment; supervisory experience is preferable

License(s): Possession of a valid driver's license issued by the California Department of Motor Vehicles for use in conjunction with the possible operation of Agency vehicles, with an acceptable driving record. Obtain certification for use of Aerial Lift and Scissor Lift heavy equipment.

Knowledge of: Operation of computer systems and related equipment; principles and techniques of program planning, machine scheduling, program documentation and related control requirements; systems procedures analysis and development for application of computer systems to the functions of the Agency; production capacities and general capabilities of computer equipment; P.C. and networking systems.

Ability to: Work independently with little direction; understand and effectively carry out general oral and written instructions; give understandable oral and written instructions; instruct, train and supervise personnel in data processing functions; direct department personnel toward given objectives; analyze and solve a variety of technical data processing problems; deal tactfully and effectively with Agency staff and the general public.

PHYSICAL REQUIREMENTS:

Climbing: yes no **Frequency:** Continual Often Infrequently Never

Examples: Going up and down ladders, stepping stools, stairs

Bending: yes no **Frequency:** Continual Often Infrequently Never

Examples: Filing, picking up boxes, normal office range of motion

Lifting: yes no **Frequency:** Continual Often Infrequently Never

Examples: Picking up boxes, picking up paper reams, boxes of preprinted paper for various uses

Sedentary/sitting: yes no **Frequency:** Continual Often Infrequently Never

Examples: Sitting at desk

Standing: yes no **Frequency:** Continual Often Infrequently Never

Examples: Standing on carpeted areas and on cement when in the Agency's vault area

Repetitive motion: yes no **Frequency:** Continual Often Infrequently Never

Examples: Operation of equipment such as computer keyboard, telephone, typewriter, etc.

WORK ENVIRONMENT:

Generally, work is within the Agency Operations Center in an environment where the temperature is controlled. The majority of the Information Systems Department members work within an open space or in the confines of a cubicle. The Information Systems Department is located within an enclosed office area which is separate from other departments, and which can not be easily accessed by members of the general public. Lighting is overhead, the IS Department has a air cooling and heating system which is separate from the rest of the Operations Center and can be adjusted by the members of the department. There is a music/paging system which is on and operating throughout the work day. There are a number of pieces of office equipment that operate within the confines of the Accounting area, including, but not limited to: telephones, main switchboard, computers, computer printers, shredding machine, calculators, bursting machine, billing preparation/enveloping system.

I have reviewed this Job Description with my Supervisor and received a copy.

Employee Signature

Date

Supervisor Signature

Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.