

INFORMATION TECHNOLOGY MANAGER

DEFINITION

The Information Technology Manager provides technical leadership in planning, supervising, managing, and directing the provision of technology services to city departments and provides highly technical and complex administrative support to the City Manager.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

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.

Technology & Infrastructure Management

- Maintain availability, security, and integrity of City data, systems, and networks.
- Oversee servers, workstations, software applications, security patches, and backups.
- Manage hardware and networking equipment, including VPNs, routers, wiring, and remote access.
- Monitor and resolve system performance, failures, and cybersecurity risks.

Department & User Support

- Provide technical support to City staff, including after-hours and on-call assistance.
- Support connectivity at all City facilities (City Hall, Police, Fire, Public Works, Community Center, Wastewater Plant, Gateway Center).
- Ensure reliable operation of specialized systems, including Police records, utility billing, timekeeping, permitting, and evidence tracking.
- Provide support for mobile devices, tablets, and other specialized equipment.

Security & Risk Management

- Develop and implement IT security policies, risk management, and disaster recovery plans.
- Coordinate with external agencies and vendors (e.g., Monterey County Sheriff, CLETS, SCADA providers) to ensure secure access and compliance.
- Manage City's security camera systems, radios, and related software.

Web, Media & Communication Systems

- Manage the City's website, social media platforms, and support departmental content needs.
- Ensure reliable operation of multimedia equipment during public meetings.

Strategic Planning & Administration

- Plan and implement new technology solutions to improve efficiency and public service.
- Prepare reports, budgets, and recommendations for IT systems and upgrades.

- Advise City management and departments on IT needs, policies, and best practices.
- Provide excellent customer service and promote innovation and fiscal responsibility.

IT Asset & Inventory Management

- Maintain inventory of IT hardware, software, licenses, and warranties.
- Track asset lifecycle and manage upgrades, replacements, and secure disposal.

Cloud & Virtualization Services

- Administer Microsoft 365 and related cloud services (Exchange, SharePoint, Teams, OneDrive, Endpoint Management).
- Support virtualization platforms and ensure seamless system integration.

Other Duties

- Perform additional responsibilities as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, applications, and techniques of database management.
- Computer systems design, programming, and operations.
- Computer hardware and software systems planning and technical support functions.
- Data, telephony, and radio communications networks.
- Technical infrastructure of internet and intranet environments.
- Principles and practices of business and public administration.
- Microsoft 365 administration, including Exchange Online, SharePoint, Teams, OneDrive, and Azure AD.
- Software licensing models and subscription management (e.g., Microsoft, Adobe, antivirus, endpoint protection).
- Cloud computing platforms and services, especially Microsoft Azure and related hybrid environments.
- Information security principles, cybersecurity best practices, and regulatory compliance (e.g., CJIS, HIPAA, NIST).
- Backup and disaster recovery planning, including cloud-based and on-premises solutions.
- IT asset lifecycle management, including procurement, inventory, and end-of-life strategies.
- ITIL or other IT service management frameworks.

Ability to:

- Perform a broad range of supervisory responsibilities over others.
- Establish a plan for and use of technical and staff resources.
- Communicate orally in the English language with customers, clients, and the public, using a telephone or in a one-on-one or group setting.
- Produce written documents in the English language with clearly organized thoughts, and with proper sentence construction, punctuation, and grammar.
- Review or check the work products of others to ensure conformance to standards.
- Comprehend and make inferences from written material.

- Administer and maintain cloud-based productivity tools, including managing permissions, policies, and user support.
- Oversee licensing and billing for software subscriptions, ensuring cost-effective and compliant use.
- Troubleshoot and resolve complex technical issues across multiple systems and platforms.
- Analyze IT needs and recommend solutions that align with organizational goals and budget constraints.
- Lead cross-functional IT projects and implement new technologies effectively.
- Develop, document, and enforce IT policies, procedures, and security protocols.
- Train non-technical staff on technology tools and ensure user adoption.
- Stay current with emerging technologies and evaluate their relevance for the organization.

Education and Experience:

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

Three years of experience in the information technology field, managing IT operations or programs, and a bachelor's degree in business or public administration, computer sciences, or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.

Bilingual - English/Spanish preferred but not required.

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. Standing in work areas and walking between work areas may be required, including working in confined spaces to install and repair equipment. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter 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 necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.