

**City of Florence**  
**Information Technology (IT) Manager**

DEPARTMENT: City Manager's Office

CLASSIFIED: Regular, Full-time

DATE: May 2017

Approved: May 24, 2017

REPORTS TO: City Manager

POSITION STATUS: Exempt

SALARY RANGE: \$26.85-37.11/hr

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**PURPOSE OF POSITION:**

This position plans, directs, and oversees the City's Information Technology (IT) Department and the information technology systems supporting the City's business needs across the organization. It is a both a strategic position in managing the system and a "hands on" position in supporting City staff. Responsibilities include:

- formulating and deploying long-term strategic plans for efficient and cost-effective information and communication technologies;
- coordination of installation, maintenance, and upgrade of the local area network, required hardware and software, infrastructure, workstations, and communications systems and facilities; coordinating technical support and assistance on system related topics to City users;
- managing contractual agreements and relationships with contract network, technical, hardware, and software support;
- assisting in coordinating assigned activities with other City departments and outside agencies;
- providing complex and responsible support to the City Manager's Office and Management Team in areas of expertise;
- serving as a member of the City's Management Team;
- and performing related work as required.

**ESSENTIAL JOB FUNCTIONS:** *The list of duties is a representative sample of the work appropriate to this position and does not include all the duties that may be assigned to a particular position. It is understood that IT professionals commonly have areas of specialization. The IT Manager may not perform all duties listed, but may manage contractual services for the duties outside of their specialty, certifications, or capacity. The incumbent may perform a combination of some or all of the following duties:*

1. Plans, manages, and oversees the daily functions, operation, and activities of the information technologies for the City of Florence and contracted external services including analysis, development, and maintenance of systems.
2. Designs, specifies, configures, installs, maintains, and obtains (either directly or through oversight of contractual support) local area network hardware, software, and telecommunications services such as personal computers, system software, software applications, printers, servers, routers, bridges, switches, modems, cabling, and Internet service providers and similar equipment essential to City-wide information technology systems.
3. Participates in the development and implementation of goals and objectives to meet the City's information technology needs on behalf of the City Management Team; proactively engages Department Directors on a routine basis regarding IT activities, and assesses the effectiveness of provided services for individual department operations.
4. Prepares and administers information technology budget to achieve the stated goals and objectives.

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5. Oversees the administration and maintenance of the City's technology networks, hardware, software; evaluates, selects, and recommends City-wide technology purchases; develops long-term information systems strategies to plan for and control network upgrades and growth; evaluates and recommends new technologies; and encourages innovation among technical staff in the utilization and implementation of ideas and techniques.
6. Monitors the City's technology network function and performs systems management activities related to network troubleshooting, security, and backup of network programs and files.
7. Develops and implements policies and procedures related to network hardware and software acquisition, use, support, security, and backup.
8. Establishes and maintains network users, user environment, directories, and security.
9. Provides technical advice, training, and general systems support to all system users.
10. Develops and communicates standards for use, operations, and security of network, personal computers, and data.
11. Resolves technology system related problems as they occur; provides direction and technical supervision to internal staff and external consultants whose work involves network systems related tasks and work methods.
12. Identifies and proposes network services projects appropriate for contract delivery; negotiates service contracts and computer hardware pricing with vendors; oversees contract preparation and completion of work.
13. Provides high-quality internal customer service and performs technical support, installation, maintenance and repair of computers and other information systems equipment.
14. Provides highly complex staff assistance to the City Manager; prepares and presents staff reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.
15. Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.
16. Implements adopted information technology strategic plans, policies, and standards.
17. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the functional areas of assignment; researches emerging products and enhancements and their applicability to City needs.
18. Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
19. Negotiates contracts with private vendors and coordinates the activities of hardware, software, telecommunications, support, and training with those vendors.
20. Coordinates the City's telecommunications services and agreements.

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21. Directs capacity planning, disaster recovery planning, and other systems engineering support.
22. Supervises technical staff, including the planning and assignment of work, performance evaluations, disciplinary action, and training.
23. Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.

Position shall follow all safety rules and procedures established for work areas.

**QUALIFICATIONS:**

***Knowledge of:***

- Administrative principles and practices, including goal setting, program development, implementation, evaluation, project management, and supervision of staff, either directly or through subordinate levels of supervision.
- Information technology systems, database management, policies and procedures, including computer networks, personal computers, telecommunications, copiers, and other electronic office automation systems.
- Principles, practices and procedures of information systems, including systems and network design, systems analysis, programming and programming languages, fiber optics, and network protocols.
- Systems design and development process, including requirements analysis, feasibility studies, software design, programming, beta testing, installation, evaluation, and operational management.
- Principles and practices of budget development and administration, as well as procurement procedures.
- Principles and practices of contract administration and evaluation.
- Principles and practices of employee supervision, including work planning, assignment, review, and evaluation, and the training of staff in work procedures.
- Hardware and software characteristics of various computer systems and a general understanding of system features and their integration capabilities.
- General principles of risk management related to the functions of the assigned area.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Modern office practices, methods, and computer equipment. Computer applications related to the work. Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, City Council, and City staff, in person and over the telephone.

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- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.
- Applicable Federal, State, and local laws, codes, and regulations.

***Ability to:***

- Recommend, develop, and implement goals, objectives, and practices for providing effective and efficient services.
- Plan, organize, and manage the functions and activities of a comprehensive information technology systems.
- Develop short and long-range plans to meet established goals.
- Organize, manage, implement, and maintain efficient and effective automated systems to ensure the reliability and integrity of the computer network.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Analyze requirements and identify solutions to ensure maximum return on investment.
- Manage and monitor complex projects, on-time, and within budget.
- Plan, organize, schedule, assign, review, and evaluate the work of and train staff.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and written materials.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Design and present network training programs to enhance user effectiveness.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Interpret, apply, and explain Federal, State, and local laws, codes, regulations.
- Effectively represent the division and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

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- Establish and maintain effective working relationships with employees, City departments, committees, City officials, and the general public.

Must be able to work in a busy and stressful work environment. Must be tactful and able to keep confidences. Must be able to meet deadlines and work independently.

#### ***Education and Experience:***

Bachelor's degree in Computer Science or Information Technology or related field of study with major coursework in computer science, management information technology, or a related field. Three to five (3-5) years progressively responsible experience in the area of information systems, preferably in the systems currently being utilized in the City, as well as computer applications, programming, and system operations management. An equivalent combination of education, experience, and training that would likely provide the knowledge, skills, and abilities required to perform the essential job duties would be considered.

#### ***Special Requirements, Licenses, and Certifications:***

- Desired proficiency in such software applications as Microsoft Office Suites, database management, PHP, HTML, SQL, VoIP, and/or other general purpose programming language.
- Preferred familiarity with website design and maintenance for interaction with contract providers.
- Preferred familiarity with land mobile radio infrastructure systems.
- CJIS (Criminal Justice Information System) Level Four Certification (must obtain within the first 30 days of employment, if not already certified).
- Possess or obtain a valid Oregon driver's license within the first 30 days of employment. Must have an acceptable driving record.

#### **PHYSICAL DEMANDS OF POSITION:**

While performing the duties of this position, the employee is frequently required to sit for long periods, to reach and manipulate objects, tools or controls. Duties involve moving materials weighing up to 30 pounds, and occasionally weighing up to 40 pounds. Manual dexterity and coordination are required to operate office equipment.

#### **WORKING CONDITIONS:**

Duties are primarily performed in an office environment. The noise level in the work environment is typical of most office environments. This position is subject to 24-hour call back for emergency situations and hours beyond the normal work schedule may be required.

#### **SUPERVISORY RESPONSIBILITIES:**

Exercises direct and general supervision of the City's IT Department, including systems management and supervision of contractual services. There is a potential for future supervision of additional support staff.

#### **SUPERVISION RECEIVED:**

Works under the general direction of the City Manager.