CITY OF KENT
POSITION DESCRIPTION

Position Inventory Number: IT112

Classification: INFORMATION SYSTEMS DIVISION MANAGER

Salary Range: NR52 - Market Adjusted Management Benefit Level B

Position Description: Systems Division Manager

Incumbent:

Location: Information Technology Department - Systems Services

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GENERAL PURPOSE:

Under the direction of the Information Technology Director, manage the Systems Division of the Information Technology Department; provide direction to Systems Division staff; and assist the Director in the planning, development, implementation, administration, and evaluation of a cost effective, state-of-the-art information system and support services for all City departments based on present and future needs.

Work is characterized by a substantial amount of management, administrative, and supervisory functions in assessing information systems needs for the City and developing and recommending citywide information systems strategic plans and applicable policies and procedures. The incumbent is responsible for providing leadership and direction, and prioritizing work for the Systems Division staff; work with other IT Division managers to identify, assess, and guide projects and associated tasks; and perform special projects as assigned by the IT Director.

Work is performed under managerial direction. The supervisor provides the incumbent with assignments in terms of broad practice, precedents, policies, and goals. Work may be reviewed for fulfillment of program objectives and conformance with departmental policies, practices, and/or objectives.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

> Assess information systems needs of the City in cooperation with the Information Technology Director, management staff, employees, and elected officials; maintain current knowledge of state-of-the-art trends and developments in the information technology field; develop and recommend citywide information systems strategic plans and applicable policies and procedures.

> Serve as an advisor to the Information Technology Director, Chief Administrative Officer, department directors, Mayor, and City Council on matters relating to information technology.

> Communicate with City officials, officials of other governmental agencies, business community representatives, IT staff, vendors, contractors, consultants, City department personnel, etc. on information services activities or projects.

Consult with management and users to identify and analyze information technology needs; determine scope and priorities of projects; and manage staffing and resources to meet citywide information systems needs.

Analyze and propose functional improvements to staff and divisional organization; develop and recommend operational policies and procedures, work performance standards, goals, and objectives for the Systems Services staff.

Assist in the development of the department's goals, objectives, and budget; plan, develop, and prepare annual budget recommendations for the Systems Division and assigned projects; analyze and control expenditures to assure conformance with budget limitations and established fiscal policies.

Manage the development, procurement, implementation, and operation of information systems, business systems, and functional systems for the City including purchases, budget, staffing, and operational policies, procedures, and controls.

Develop, negotiate, and administer information technology contracts relating to licenses, acquisition, systems support, and consultant work; ensure compliance with contract terms, City policies and procedures, and applicable regulations.

Provide leadership and direction to Systems Services staff; supervise and evaluate assigned staff in accordance with the City's policies and applicable laws. Responsibilities include, but are not limited to, interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; providing career development and personnel counseling to the Systems Division employees; rewarding and disciplining employees; addressing complaints and disputes; resolving problems; approving/scheduling leave time; and recommending promotions and terminations as appropriate.

Evaluate, manage, and maintain existing programs and systems.

Attend and/or chair various professional, staff, and committee meetings and conferences.

Become familiar with, follow, and actively support the mission, vision, values, and behavior statements of the City and department.

PERIPHERAL DUTIES:

May act as Information Technology Director in the Director's absence as assigned.

Perform related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

KNOWLEDGE OF:
- Municipal government policies, procedures, practices, objectives, and structure; and applicable local, state, and federal laws, codes, regulations, and ordinances
- Practices, techniques, and laws required to develop, implement, administer, and evaluate information services programs
- Computer systems, programs, and networks

- Current literature, trends, and developments in the field of Information Technology
- Effective and result-oriented management principles and practices
- Principles and practices of governmental budgeting, accounting, and purchasing procedures
- Information technology contract negotiation and administration procedures, practices, techniques, and applicable laws
- Information Technology project management and systems development and implementation
- Research and analytical methods and techniques
- Effective oral and written communications
- Methods, principles, and practices of effective conflict resolution

SKILLED IN:
- Planning, developing, implementing, managing, evaluating, and modifying comprehensive integrated information technology programs and projects
- Using research and analytical methods, practices, and procedures to define and resolve issues
- Gathering, correlating, and analyzing facts and devising solutions to information technology and management problems
- Organizing and expressing ideas effectively through the use of oral and written communications
- Using interpersonal skills effectively in a tactful, patient, and courteous manner
- Managing staff including hiring, training, directing, evaluating, rewarding and disciplining employees

ABILITY TO:
- Effectively direct and evaluate the work of others involved in the implementation of information programs and systems
- Establish and maintain effective working relationships with elected officials, employees, supervisors, department directors, and the public
- Compose, proofread, and edit speeches and articles for publication, general correspondence, reports, contracts, policies and procedures, etc.
- Develop, negotiate, and administer information technology contracts
- Read, analyze, and interpret technical journals, financial reports, legal documents, operating and procedure manuals, general business periodicals, professional journals, government regulations, etc.
- Respond to common inquiries or complaints from personnel, regulatory agencies, or the public
- Speak effectively and present information to top management, employee groups, public groups, and/or City Council
- Add, subtract, multiply, divide; compute fractions, ratios, percentages, proportions; draw and interpret graphs and charts; and apply these concepts to practical situations
- Define problems, collect data, establish facts, and draw valid conclusions; apply common sense understanding to solve practical problems and deal with a variety of abstract and concrete variables in situations with limited standardization
- Write effective RFP's
- Work independently and make decisions within broad guidelines
- Work effectively on several projects concurrently
- Develop and implement missions, strategic goals, and objectives for the Systems Services Division

EDUCATION AND EXPERIENCE REQUIRED:

Education: Bachelor's degree in Information Systems, Computer Science, Business Administration, or a related field; and

Experience: Five (5) years of increasingly responsible Information Technology experience in developing, implementing, and operating information systems, business systems, and functional systems, including a minimum of two (2) years of lead, supervisory, and/or management experience.

Or: In place of the above requirement, the incumbent may possess any combination of relevant education and experience which would demonstrate the individual's knowledge, skill, and ability to perform the essential duties and responsibilities listed above.

LICENSES AND OTHER REQUIREMENTS:

- Automation systems projects management experience
- Information technology contract negotiation and administration experience
- Valid Washington State Driver's license, or the ability to obtain one within thirty (30) days of employment

MACHINES, TOOLS, AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computer, telephone, cellular phone, pager, fax machine, copy machine, calculator, and projector. The incumbent may also be required to operate computer operations equipment.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for extended periods of time; use hands to finger, handle, or feel; and talk and hear. The employee frequently is required to type on keyboard for extended periods of time. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 40 pounds.

Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Work is performed in a typical information technology environment, which includes an office, a technical workstation, a computer room with a controlled environment, as well as working with users on site. While performing the duties of this job, the employee may be exposed to individuals who are irate or hostile; may occasionally work in high, precarious places while stepping on ladders or stepping stools; and is occasionally required to work in a cold, controlled environment in the

computer room. The noise level in the work environment is usually moderate in the office and loud in the field or the computer room.

SIGNATURES:

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Incumbent's Signature	Date	Supervisor's Signature	Date

Approval:

_____		_____	
Department Director/Designee	Date	Employee Services Director/Designee	Date

** Note: This document will be reviewed and updated annually at the time of the employee's performance appraisal; when this position becomes vacant; or, if the duties of this position are changed significantly.

Revised: 3/1/07