

**CITY OF GAHANNA, OHIO
CLASS SPECIFICATION**

CLASS TITLE: Senior Manager of Technology
DEPARTMENT: Technology
REPORTS TO: Assistant City Administrator

CLASS CODE: 12011
FLSA STATUS: E
DATE: 7/10

JOB SUMMARY AND DISTINGUISHING FEATURES OF THE WORK:

Recommends, plans, and assists in administering the overall policies and goals for the Information Technology Department. With supervisor, analyzes the needs of departments; develops new and/or modifies the city's information processing systems. Recommends information infrastructure requirements, implementation plans, budgeting goals and requirements, and infrastructure growth strategies supporting official city communication technical needs and external initiatives. Assist in developing and managing technology in conjunction with related business incentive programs supporting the efforts and finance goals of the City's departments engaged in business growth and expansion.

ESSENTIAL JOB FUNCTIONS:

Importance	Tasks	% of Time
1	Maintains Information Technology (IT) Department's stability and integrity, and provides customer service by answering all questions, giving assistance, researching issues, and providing input where needed on a timely basis. Supervises and assists support staff who provide daily support to computer users and telephone system users, who assist with applications, including GIS, who troubleshoot software and hardware problems, and who install all technology related hardware and software; trains employees in the use of hardware and software.	10
2	Acts as Project Manager on all technology related projects and tasks both internal and external, including City Fiber and City Wireless. Develop, in conjunction with supervisor, appropriate technology based business incentive models and programs that can successfully be used in business retention and expansion efforts.	20
3	In conjunction with supervisor, analyzes and assesses all IT related functions of the city, both internal and external strategies, and makes strategic recommendations for current and future technologies and implementation of said technologies as needed based upon the overall operational requirements of the city and the city's current and future budgets. Advises and consults with department heads regarding computer applications and related technology issues, software and hardware, etc. Works with various departments to give ideas and obtain information; coordinates updates with other departments. Works closely with Emergency Management Director involving security and emergency issues including: the security system, technology support for Emergency Operations Center(s), technology support for mobile units, etc. Supports Public Information Manager with website maintenance.	10
4	Attend Mayor's Executive Team meetings when required by supervisor; attends Council and Committee meetings as required; attends other city events and functions as required; provides contact and support to external entities and partners (ie, Township and School) who have a common interest and dependency on city technology and technology infrastructure when required.	5
5	Ensures proper training and cross training of employees; develops and maintains an emergency back up plan for all information; responsible for disaster recovery planning; monitors all firewall and security systems and any emergency recovery operation of the multiple disciplines.	3
6	Performs related administrative duties: prepares reports; participates in long range planning; administers special programs or projects; develops new programs; attends and participates in meetings; reviews and makes recommendations regarding partnership agreements dealing with shared technologies and infrastructure; resolves employee problems and issues.	10

Importance	Tasks	% of Time
7	Helps to develop department's operating and capital improvements budget and monitors expenditures. Helps to determine necessary technology related issues and purchases for City staff. Develops and implements technological improvements.	3
8	Supervises staff who are responsible for the continued development and planning of the Geographical Information Systems infrastructure; develops employees to perform in any emergency recovery operation which will require cross training in the multiple disciplines.	2
9	Responsible for developing and monitoring the city's IT policies and makes recommendations to supervisor to develop effective methods and procedures for implementation of same.	3

** Regular, predictable, and punctual attendance is required.

IMPORTANT JOB FUNCTIONS:

Advises and manages city's fiber related projects.

Provides support and training as needed on audio visual hardware, software, implementation and future planning.

Performs all other related duties as assigned by supervisor.

MATERIAL AND EQUIPMENT USED:

Computers and peripherals General office equipment Server equipment Networking Equipment
Cellular phone

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Bachelor's Degree in related field; and,

Three to five years experience in Information Technology field, including customer service and supervisory experience; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Network Operating Systems related to performance of the essential functions of the job.

Major networking equipment including, but not limited to, switches, routers, and fiber optics.

Client based applications related to performance of the essential functions of the job.

Web tools and concepts.

Geographical Information Systems.

Any technical related certifications a plus.

Skill in:

Administration of staff and activities, either directly or through subordinate supervision.

Planning, organizing, assigning, directing, reviewing and evaluating the work of staff.

Selecting and motivating staff and providing for their training and professional development.

Project management to include planning, collaboration and completion of technology related projects.

Customer service techniques.

Using tact, discretion, initiative and independent judgment within established guidelines.

Analyzing and resolving office administrative situations and problems.

Researching, analyzing, compiling, interpreting and summarizing a variety of information, data and materials.

Preparing complex, concise, accurate documents.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate policies, procedures, rules and regulations.

Communicating orally and in writing with internal staff, citizens, Commissioners, committee/board members and other department staff in order to give and receive information in a courteous manner.

Mental and Physical Abilities:

Ability to read and interpret documents such as municipal laws and ordinances and Civil Service rules and regulations.

Ability to plan and supervise the work of subordinates; exercise principles of supervision and performance evaluation.

Ability to speak and write effectively.

Ability to establish and maintain effective working relationships with others.

Ability to communicate effectively with the public.

While performing the essential functions of this job, the incumbent is regularly required to sit, see clearly; hear; read and write; walk; stand; grasp and hold objects; keyboard; and occasionally drive, work at night, or lift light objects up to 10 pounds.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbent's working conditions are typically moderately quiet.

Prepared by:	Date:
Approvals: Supervisor/Manager:	Date:
Director:	Date:
Human Resources:	Date:
I understand the above job description details my current job duties: <hr/> Employee Signature	Date:

file: Senior Manager of Technology

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.