

CLASS SPECIFICATION
Information Systems Manager
Code Number: _____

GENERAL PURPOSE

Under policy direction, plans, organizes, manages, directs and participates in implementation of effective information technology services to support the achievement of Commission mission and strategies; provides expert professional assistance and guidance to Commission management on technology strategy, long-term technology initiatives and uses of technology to solve operational needs and problems; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This single position class is responsible for managing, supervising and integrating Commission-wide information systems and technology programs and services, including business and technical support applications, network and communications systems and technology, to meet Commission operating and business requirements. The incumbent is responsible for developing information system standards and policies and for designing and implementing computer, network and applications technologies that provide cost effective solutions and support achievement of current and long-term goals and objectives within general policy guidelines.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

Plans, organizes, controls, integrates and evaluates the work of the Information Systems section; with staff, develops, implements and monitors long-term plans, goals and objectives focused on achieving the section's mission and assigned priorities; supervises and participates in development of and monitors performance against the annual section budget(s); manages, directs and participates in the development, implementation and evaluation of plans, policies, processes, systems and procedures to achieve annual goals, objectives and work standards; with staff, establishes activity measures and measurements of accountability for the section; prepares board reports and makes presentations before the Housing Commission and Housing Authority.

Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; within Commission policy, provides compensation and other rewards to recognize performance; takes disciplinary action, up to and including

termination, to address performance deficiencies, in accordance with Commission personnel policies and Memoranda of Understanding.

Provides day-to-day leadership and works with staff to ensure a high-performance, customer service-oriented work environment that supports achieving the section's and the Commission's mission, objectives and Core Values.

Manages and participates in the delivery of application development and installation, network and communication hardware and software support services agency-wide; develops and recommends applications and uses of advanced computing technology that support new Commission requirements and improved organizational performance; reviews, develops and recommends general systems approaches to the solution of problems and reviews program results.

Confers with Commission managers and employees regarding current and anticipated information systems requirements and the feasibility of alternative conceptual approaches to meeting requirements; develops and recommends short- and long-term plans for hardware and software upgrades; works with Commission managers to prioritize network, communication and PC equipment upgrades and expansions.

Supervises and participates in applications development, enhancement, conversion, installation and/or maintenance projects; meets with users; supervises and participates in planning, organizing and defining project scope, requirements, methods, end objectives, project schedules and priorities; supervises and participates in the evaluation, testing and selection of vendor software packages; coordinates project activities, including development, enhancement, quality assurance testing, installation, documentation and user training, with section staff, user representatives and outside vendors and consultants.

Coordinates information systems activities with other sections to optimize use of existing hardware and software and to design and evaluate new systems technology solutions.

Manages the design, installation and administration of the Commission's network hardware, cabling and software infrastructure; recommends and oversees the installation of network architectures and protocols for fast, efficient sharing of data and applications among users and platforms.

Manages and participates in the design, development and administration of Commission enterprise databases and data repositories; supervises system administration functions, including monitoring and tuning system and network performance, establishing and maintaining configuration of hardware, cabling and communications software and protocols and coordinating the integration of networks, platforms, applications and users.

Manages the provision of user support for PCs, including help desk support, training and troubleshooting; directs the diagnosis, repair and maintenance of PC equipment and peripherals; directs and recommends Commission standards for PC hardware and software applications to be supported by Information Systems.

Plans, coordinates, supervises and participates in the work of staff and contractors responsible for maintaining the Commission's telephone system and in the training of staff in system operation.

OTHER DUTIES

Prepares Requests for Proposals for the purchase of hardware and software; evaluates bids and recommends the selection of vendors; reviews requests for hardware and software against budget and Commission standards; administers contracts for hardware maintenance, facilities management and computer training programs.

Conducts research, evaluates alternatives and recommends the uses and installation of voice communication technology; conducts and recommends the implementation of intranet technology.

Keeps abreast of advancements in information systems and computing technologies and their capabilities; provides technical information, guidance and support to other sections as needed.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Principles, practices and techniques of information systems management, including applications design, hardware and software options for business and operations applications and the cost-benefit of systems alternatives; operating principles, parameters, methods, practices and limitations of computer platforms, related peripheral equipment and communications networks; principles and practices of database design and administration; methods and techniques of project management as applied to computer systems development and installation; systems analysis methods and techniques; principles and practices of public administration, including budgeting and purchasing; Commission functions and associated information technology needs; Commission administrative regulations, personnel policies and Memoranda of Understanding; principles and practices of effective management and supervision.

Ability To:

Plan, organize, integrate and manage systems development, installation, configuration, operation and administration programs and services; establish and maintain project and production schedules; identify information technology issues and opportunities, analyze problems and alternatives and develop sound conclusions and recommendations; assess user technology requirements, set priorities and allocate resources to most effectively meet needs in a timely manner; evaluate programs and make recommendations for improvement; evaluate complex technology and strategies and make sound, prudent recommendations that maximize return on investment; develop and implement appropriate procedures and controls; perform

complex diagnostics and troubleshooting on hardware, software and communications problems; prepare clear, concise and accurate reports and other materials; communicate effectively orally and in writing; exercise sound expert independent judgment within general guidelines; establish and maintain effective working relationships with all levels of Commission management, employees, vendors and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledges, skills and abilities outlined above is graduation from a college or university with a major in computer science, management information systems or a closely related field; and seven years of progressively responsible experience in the design, programming and installation of information systems and hardware, at least three of which were at a project management or supervisory level; or an equivalent combination of training and experience.

PHYSICAL AND MENTAL DEMANDS

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

Physical Demands

While performing the duties of this class, the employee is regularly required to sit; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; and reach with hands or arms. The employee frequently is required to walk and stand and lift up to 10 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the employee is regularly required to use oral and written communication skills; read and interpret complex data, information and documents; analyze and solve problems; use math and mathematical reasoning; learn and apply new skills or information; perform highly detailed work on multiple, concurrent tasks; work under changing and intensive deadlines with frequent interruptions; and interact with Commission managers, employees, vendors and other encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.