

CITY OF ISSAQUAH
CLASSIFICATION DESCRIPTION

INFORMATION SYSTEMS MANAGER

SUMMARY:

A position in this class is responsible for the operation and maintenance of City-wide communication systems. This includes the analysis, design, development, and implementation of automated information and communication systems. Work includes consulting with system users and defining needs, analyzing systems problems and designing solutions, developing systems requirements and procedures, coding and documenting programs, and maintaining and refining systems and programs. An incumbent researches, proposes and implements new technologies as well as evaluates and makes recommendations for needed within the City and IAS department..

SCOPE:

Reports to: Information and Administrative Services Director

Supervises: PC Technicians, Network Administrator, Administrative Support Assistant and Media Production Specialist

DISTINGUISHING CHARACTERISTICS

Independently performs a broad range of technical, automated systems related tasks under general supervision. Exercises independent judgement and decision making in the investigation and analysis of city-wide computer and communication system needs and hardware and software applications. The position requires good communications skills and the ability to work with users diplomatically and skillfully.

WORK ENVIRONMENT:

Work is performed primarily indoors with some travel to work stations, requiring skill in the operation computers and peripheral devices.

ESSENTIAL FUNCTIONS:

- Plans, organizes and directs the daily operations of assigned staff to ensure the success of the following systems: phone communications, city's television station, city wide information systems network, website and networking and PC services.
- Directs preparation and administration of annual budget to the Director Information Services. Monitors expenditures; negotiates and manages contracts including developing, monitoring and maintaining contracts for consultants and hardware and software vendors.
- Directs application systems planning and budgeting, acquisition and acceptance of new equipment for all departments in accordance with industry standards.
- Consults with users on system requirements, organization, and operations; identifies problems, defines needs, and gathers information and data.

- Analyzes systems and identifies problems; reviews procedures and work flow, evaluates data, defines information requirements, designs solutions to identified and defined problems, documents analyses and evaluations.
- Develops and documents systems requirements; details problem resolutions, designs programs, outlines data inputs and outputs, defines procedures to be followed.
- Tests programs for accuracy with simulated production runs, debugs; documents applications with flow charts, outlines, job control language definitions, narrative descriptions, and systems manuals; installs applications, trains users, and monitors systems for function and efficiency.
- Maintains and refines routine and/or complex information systems and programs; trains users in systems applications and interprets results, responds to and resolves user problems, completes technical enhancements and modifications of and updates existing programs, maintains system files.
- Reviews and evaluates new equipment and software offerings and recommends for purchase, as appropriate; advises users on hardware and software alternatives; determines standards for selection of software.
- Responds to user requests for service; troubleshoots problems and develops solutions; makes minor repairs to equipment and arranges for other servicing needs.

OTHER JOB DUTIES:

- Oversees training programs related to information and communication systems.
- Advises Director on staffing needs, system and equipment requirements and recommends solutions of problems.

QUALIFICATIONS:

Education and Training:

Bachelor's degree (or equivalent) in information or computer science or related field and four years experience in work related to the design, development and implementation of information and communication systems; or any combination of education and experience which would provide the applicant with the desired skills, knowledge and ability required to perform the job.

Licensing and Certification:

- Valid Washington State Driver's License.
- MSCE or equivalent certification.

Knowledge, Skills, and Abilities:

- Thorough knowledge of information systems employing personal computer hardware and software, local and wide area network systems.
- Considerable knowledge of new developments related to personal computers and networks.
- Considerable knowledge of a wide variety of application programs.

- Knowledge or training methods, techniques, and procedures.
- Knowledge of current computer programming and analysis, technological developments and techniques.
- Ability to assess, defines, and provide for the training needs of others.
- Ability to evaluate effectively automated systems hardware and software.
- Ability to identify and diagnose problems related to computer hardware and software and to find effective solutions.
- Ability to communicate effectively both orally and in writing.
- Ability to establish and maintain effective working relationships with other employees, vendors, contractors and the general public.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.

ORIGINATION DATE	January 1998
REVISED	February 2000, March 2003
EEO CATEGORY	Professional
STATUS	Exempt
CLASS CODE	17426