



<b>Job Title</b>	<b>Information Systems Manager II</b>	<b>FLSA Status</b>	<b>Exempt</b>
<b>Band</b>	<b>MGR</b>	<b>Probationary Period</b>	<b>12 Months</b>
<b>Zone</b>	<b>7</b>	<b>Job Code</b>	<b>12709</b>

**Class Specification – Information Systems Manager II**

<b>Summary Statement:</b>	
<p>The purpose of this position is to coordinate, plan, and organize programs and services in support of various divisions and departments. This is accomplished by managing technical staff; developing leadership abilities of staff, problem solving, hiring, mentoring, and guidance; assigning projects; balancing workloads; prioritizing work assignments; consulting and insuring data-sharing; maintaining in-depth knowledge of geospatial datasets and their inter-relationships; anticipating technical needs of the City; and investigating spatial technology. Other duties include coordinating City interests in data sharing; providing mapping support for emergency management; researching new and cost efficient ways to provide mapping support to the City’s departments; and maintaining organization relationships.</p>	
<b>Essential Functions</b>	Note: Regular and predictable attendance is an essential function in the performance of this job.
<b>Time %</b> (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
70%	Assumes full management for services and activities by overseeing the design, management, and evaluation of GIS and other IT services; manages the work of outside consultants; ensures activities are consistent with the strategic direction of the department; establishes appropriate GIS service and staffing levels; evaluates efficiency and effectiveness of service delivery methods and procedures; motivates and evaluates personnel; coordinates training; and implements discipline and termination procedures.
20%	Provides technical expertise to meet departmental business needs by continuously analyzing user needs; communicating business needs and proper proposals to obtain authorization; writing, issuing, and evaluating requests for proposal documents; and monitoring contracted services for quality and compliance with standards.
10%	Provides continuous service improvement by developing plans for improvement and maintaining support services; reviewing requests for additional data support to identify impact on current and planned resources; maintaining internal processes for project management, evaluation, control, and documentation; and coordinating the design and development of software and data acquisition and solutions to meet user department or division needs.



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**Competencies Required:**

**Human Collaboration Skills:** Interactions have significant impact and may involve recommendations regarding potential policy development and implementation. Position evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.

**Reading:** Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

**Math:** Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

**Writing:** Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

**Technical Skills Required:**

**Advanced Skills and Knowledge:** Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.

**Relevant Background and Formal Education:** Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

**Education:** Bachelor's degree from an accredited college or university with major coursework in computer science, information technology management, or a related field.

**Experience:** Seven years of full-time experience with an IT organization, working within Microsoft, CISCO, and EMC/NetApp technology environments including four years of verifiable IT team management experience where specific service levels were required to be maintained.

**Certifications and Licenses:** Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.



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**Supervision Exercised:**

Work requires managing and monitoring work performance by directing subordinate supervisors, including making final decision on hiring and disciplinary actions, evaluating program/ work objectives and effectiveness, and realigning work and staffing assignments, as needed.

**Supervision Received:**

Receives Administrative Direction: The employee normally performs the duty assignments within broad parameters defined by general organizational requirements and accepted practices. End results determine effectiveness of job performance.

**Fiscal Responsibility:**

**This job title has responsibility for final approval of budgetary recommendations. Monitors progress toward fiscal objectives and adjusts plans as necessary to reach them.**

**Physical Demands:**

Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

<b>Environmental Conditions</b>	<b>Frequency</b>
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Never

**Machines, Tools, Equipment, and Work Aids:** Computer, printer, copier, telephone, iPhone, iPad, plotter, and standard office equipment.

**Specialized Computer Equipment and Software:** Microsoft Office.

*The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.*

Original Date: December 2015