

**City of Pendleton**

**Job Description**

**Information Technology Manager**

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| **Department**:  Public Works | **FLSA**:  Non-exempt |
| **Reports to**:  Public Works Director | **Representation**:  Unrepresented |
| **Pay Range**:  Supervisory Sala | **Date**:  June, 2021 |

**GENERAL POSITION SUMMARY:** *(Briefly describe why this position exists.)*

Administer, monitor, operate and report on the informational technology systems used by the City of Pendleton. Oversee the operation and maintenance of I.T. systems architecture and subsequent service contracts to assist city management with facilitating software and hardware needs; report on operational effectiveness of systems, including analysis, planning, goal-setting, budgetary and supervisory responsibilities; related work as required.

**DUTIES AND RESPONSIBILITIES:**

Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.

**ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES:** *(List those tasks that must be done to accomplish the job purpose. In order of importance or time spent on the task, please describe the various duties of the job which are critical to the successful performance of the job* ***or*** *occupy more than 5% of the time. Start each sentence with an action verb. Group tasks which require similar skills/knowledge together. Think in terms of WHAT needs done, not HOW it is done. Avoid describing procedures. Describe in such a way as to be clear to someone outside the profession.)*

1. City Software/Hardware Architecture Administration: Responsible for managing the Intermountain ESD technology contract to ensure the City is receiving appropriate computer/technology and software services.
2. City Website Administration: Responsible for managing the Municode web-provider services contract. Position will oversee changes and/or upgrades to the provided platform and will conduct internal trainings to staff members designated as departmental content managers. Position will also assist with informational posting as needed, if designee is unavailable in time of need.
3. Manage Connectivity Infrastructure/Accounts: Position will work to develop and properly utilize the City’s fiber optic connectivity. Responsible for planning, developing, and some maintenance of city telephone systems. Manages various accounts and hardware pertaining to cellular connectivity separate from the City’s internal network. Manages the network of cameras at various locations in the City. Manages the City owned wireless network.
4. Manage Information Technology Budget: Position will be responsible for budgetary planning to fund the City’s computer and technology requirements which support all city departments.
5. Operations Management Software Administration: Performing day-to-day development, operation, and maintenance related to the OMS software systems. This may include, but not be limited to, formatting of data collection for accuracy of information, develop and prepare data queries using a variety of reporting interfaces, tools and applications, maintaining and updating information to address current and future workflow needs, collaborating with the GIS Technician for developing and maintaining the asset database, with an emphasis on facilitating software relationships between OMS and GIS, entering new data, and facilitating software access of all digital data pertaining to citywide infrastructure and department assets, such as utility distribution systems (water & sewer lines), streets, equipment, booster stations, well houses, etc.
6. Technical Assistance: Provide technical assistance to end users to resolve technical questions or problems; report bugs and systemic issues on behalf of staff. Work with vendor(s) to resolve technical issues and develop program improvements and implement upgrades. Planning of new systems including hardware, licensing and storage requirements in collaboration with staff. Provide staff training. May assist other departments in assessing software needs and/or evaluating and recommending software purchases to fulfil those needs.
7. Media Management: Responsible for maintaining the PW webpage, social media pages as well as content creation and publication. Represent Public Works on the Technology Committee.
8. Supervision: Responsible for managing IT personnel, including contractors (i.e. IMESD) and direct report positions such as the GIS Technician. Assigns and coordinates the work of subordinate positions, and monitors and corrects performance. Hires and trains staff and administers discipline when needed.
9. Analysis: Monitor system effectiveness, evaluate and recommend improvements in operations, systems, procedures, policies and methods pertaining to digitizing workflow information. Oversee the selection process for new or complimentary software systems.
10. Reporting/Presentation: Preparing presentation materials for City Council, the public, City personnel, and other organizations. Gathering data to report or present information on resources or needs for both internal and external use (committee reports, annual reports, etc.).

**IMPORTANT FUNCTIONS:** *(List those tasks or duties that may be assigned, but are not essential to fulfill the job purpose; any ancillary job tasks, or those that take less than 5% of the time. All jobs have non-essential functions.)*

1. Attends project demonstrations, seminar, workshops, and other professional opportunities to maintain the necessary level of OMS expertise.

2. Attends in-house training, staff meetings, safety meetings, etc., as needed or required.

3. Other duties as assigned.

**DISTINGUISHING CHARACTERISTICS:** *(If the position is in a series, describe what separates this job from the others in the series.)*

Position not in a series.

**JOB SPECIFICATIONS:**

1**. Education & Experience:** *(Education and experience requirements are minimum standards.)*

1. Bachelor’s Degree or Master of Scienceis required. Degree must be in Communications, Computer Science, Management Information Systems, or a closely related field.
2. Work Experience: Indicate the minimum level of work-related experience required to effectively perform the position’s responsibilities. *(Check only one box.)*

Less than 12 months

1 – 3 years

3 – 5 years

5 – 8 years

Other

Describe Experience: Two years technical experience in data analysis and reporting.

1. Any satisfactory equivalent combination of education and experience.

2. **Necessary Knowledge, Skills and Abilities:**

1. Knowledge of contemporary research techniques and resources; data analysis, reporting and presentation methods.
2. Knowledge of quality control and quality assurance techniques related to OMS.
3. Ability to understand relationships and workflows in public works utilities.
4. Ability to summarize and communicate steps used to derive OMS products.
5. Ability to effectively research sources to keep current with development in the field of OMS.
6. Knowledge of City policies, procedures, regulations, and codes related to area of responsibility.
7. Knowledge of safety standards, practices and procedures applicable to area of assignment.
8. Ability to use information technology software and hardware for work orders, time reporting, data collecting, inventory, procurement and other applications related to operation and maintenance activities for the department.
9. Ability to perform data entry and use word processing and spreadsheet programs.
10. Ability to read and follow directions.
11. Ability to diagnose and analyze problems and recommend and/or institute a corrective action.
12. Ability to communicate effectively, verbally and in writing, in English
13. Ability to work independently in the absence of direct supervision.
14. Ability to maintain regular and predictable attendance to serve customers/interact with co-workers/supervisor/patrons, attend meetings, training, etc., or other face-to-face job requirements.
15. Ability to establish and maintain effective working relationships.
16. Ability to work as a team member.
17. Ability to provide positive and effective customer service to all citizens, rate-payers, vendors, and employees.
18. Ability to perform work in a manner consistent with the City’s Core Values of: Respect, Integrity, Caring, Responsibility, Citizenship, Cooperation and Industriousness.
19. Ability to work efficiently and perform the essential functions of the job.

3. **Special Requirements:**

1. Must possess, or be able to obtain by time of hire, a valid driver’s license.

b)  Must be able to pass the department’s security clearance standards including review of criminal history and driving record.

4. **Tools and Equipment Used:**

1. Standard office equipment including telephones, computer, printer, fax machine and copy machines; Computer software: *(Choose all that apply.)*

MS based word-processing, spreadsheet, and/or data base programs

Outlook or other email communication.

Internet and/or social media

Presentation or desktop publishing software

Specialized or custom software

1. Vehicle - Car/pickup/van/SUV

5. **Supervision:**

1. This position supervises other staff. Positions supervised include the GIS Technician and contracted IT staff.
2. This position does provide lead worker direction as it relates to OMS.
3. This position reports to the Public Works Director. Supervision received is (choose one):

Direct. Supervisor provides assignments, directs work on a regular basis, and tasks or procedures are usually well defined.

General. Work is assigned more generally with the employee having some autonomy to determine the order or manner in which the work is completed. Policies and procedures exist.

Limited. Work is performed highly independently with little direction. Position has significant decision-making discretion. Work is evaluated for overall effectiveness.

6. **Communications**:

1. Communications are: *(Choose one)*

Primarily with other City staff and/or customers.

Regularly includes others outside the organization (not customers), such as vendors, contractors, attorneys, agents, or business partners.

Routinely with leaders inside and outside the organization such as department heads, City Councilors, public officials from other agencies, and/or community leaders.

1. The communications may be: *(Check any that apply.)*

Complex

Controversial

Confidential

Have significant impact (affect City services or reputation, or have legal or financial consequences)

**7.** **Cognitive Functions**: *Check the one that most closely aligns to position:*

Tasks require the employee to remember complex processes and/or be able to perform multi-step jobs without step-by-step instructions. Requires a moderate level of independent thinking and reasoning.

Tasks are highly creative or complex and requires significant mental exertion that would typically require specialized schooling, training, certification or a license to be able to accomplish. Employee has some control over the planning and performance of the work, and may determine their own practices and procedures.

Responsibilities include significant accountability (i.e. could expose the City to risk or liability, generate public censure, or impact the work or reputation of the City.) Work is performed highly independently. Employee has significant control over the planning and performance of the work, and may develop or recommend new practices and procedures.

Responsible for developing or approving programs/services; determining quantity and/or quality standards; and monitoring, evaluating, and analyzing program effectiveness to determine success or failure. Routinely engages in autonomous problem-solving. May include developing and implementing policies, procedures or regulations.

8. **Problem Solving:** *(Indicate the nature of problems regularly encountered by this position. Check only one box.)*

Most situations are resolved using standard procedures and established guidelines.

Situations are somewhat varied; requires application of specific technical skills and expertise.

Varied situations that require significant analysis or interpretation; general precedents and practices used, but may be modified.

Highly varied and unpredictable situations, complex and often non-recurring; new and creative approaches required.

**9. Work Environment*:*** *(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

1. Work is performed primarily indoors. Work is most often in a temperature controlled office.
2. Strength Rating (see attached definitions) is: Light .

c) Hazards include: (*Check all that apply and include the percentage of time exposed to the listed hazard)*

Office environment / no specific or unusual physical or environmental demands.

Work on and around heavy construction equipment **0-1%**

Exposure to toxic elements/hazardous chemicals **0-1%**

Work at heights in excess of 20 feet \_\_\_%

More than occasional exposure to poor air quality (excessive dust, smoke, fumes, gases, etc.) **0-5%**

Exposure to weather or temperature extremes **0-20%**

Isolation **0-50%**

Exposure to light or noise extremes **0-5%**

Regular travel outside the City \_\_\_\_%

Risk of injury **carpal tunnel syndrome; tripping** **0-5%**

Significant physical exertion required to **lift/handle equipment** **0-5%**

Other (describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

d) General hours of work are 8:00 a.m. – 5:00 p.m. Monday – Friday. Variations include: *(Check all that apply.)*

Frequent or regular overtime

Subject to emergency call out

Night shift

10. **Resource Accountability:**

1. Check item(s) that describe involvement in the budgetary process:

Not applicable  Input  Prepare  Forecast  Monitor  Approve

1. This position has resource accountability for the following level of purchasing: *(Choose one)*

Significant – as would be typified by purchasing authorization up to $25,000, or responsibility for operation or use of very high-level equipment/assets.

Moderate – as would be typified by purchasing authority up to $5,000 or responsibility for operation or use of equipment/assets of moderate value.

None/Low – employees with no purchasing authority or responsibility for operation or use of equipment/assets of modest value.

1. Persons in this classification are responsible to make purchasing decisions resulting in the most efficient solution for the lowest cost.

*The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

Drafted: June, 2021

Adopted: June, 2021

Revised:

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Employee Acknowledgement/Date Supervisor Approval/Date

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Department Head Approval/Date Administration Approval/Date

Overall Job Strength Rating Definitions

(Oregon Workers’ Compensation Rules, Div. 436-035-0012)

**S - Sedentary** – exerting up to 10 pounds of force occasionally, or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects. Job is mostly sitting, but brief walking and/or standing (occasionally) may be required.

**L – Light**  - exerting up to 20 pounds of force occasionally, or up to 10 pounds of force frequently, or a negligible amount of force continually to lift, carry, push, pull or move objects. Job is largely sitting, but more than sedentary walking or standing may be required. Work is light if job tasks are done sitting, but considerable upper body or arm movement or use of leg controls is involved.

**M – Medium** - exerting 20 to 50 pounds of force occasionally, or 10 to 25 pounds of force frequently, or greater than negligible up to 10 pounds of force continually to lift, carry, push, pull or move objects. Standing, walking, and/or other positional physical movements may be occasional to frequent.

**H – Heavy** – exerting 50 to 100 pounds of force occasionally, or 25 to 50 pounds of force frequently, or 10 to 20 pounds of force continually to lift, carry, push, pull, or move objects. Walking, standing, and other positional physical requirements may be frequent to continual.

**V/H – Very Heavy** – exerting in excess of 100 pounds of force occasionally, or in excess of 50 pounds of force frequently, or in excess of 20 pounds of force continually to lift, carry, push, pull, or move objects. Walking, standing, and other positional physical requirements may be frequent to continual.