



Office of Human Resources
IT Manager Senior - CI2788
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General Statement of Duties

Manages an information technology (IT) operation that includes implementing work plans based on annual goals and the strategic plan; resolves citizen, operational, and management issues; and achieves goals while ensuring resources are utilized appropriately.

Distinguishing Characteristics

There are five classifications in the IT management series: IT Manager, IT Manager Senior, IT Director, IT Director Senior, and IT Executive. The IT Manager Senior is distinguished from the IT Manager, which supervises information technology professionals responsible for developing and maintaining technology infrastructure or services while managing the daily activities of an information technology work group. The IT Manager also provides technical expertise and leadership in the development, implementation, and evaluation of technology solutions.

The IT Manager Senior is distinguished from the IT Director, which directs one or more information technology (IT) operations that include developing annual and multi-year work plans and strategies, ensures resources are available to achieve work plans, resolves complex business issues, and establishes management practices and processes that ensure the accomplishment of performance standards. The IT Director is a mid-level management classification.

The IT Manager Senior is distinguished from the IT Director Senior which directs an information technology (IT) operations division that has two or more distinguishably different functional areas that include developing annual and multi-year work plans and strategies, ensures resources are available to achieve work plans, resolves complex business issues, and establishes management practices and processes that ensure the accomplishment of performance standards, annual goals and strategic initiatives.

Finally, the IT Manager Senior is distinguished from the IT Executive, which directs multiple information technology (IT) operations within a division or department that include establishing a multi-year vision and strategic plan, optimizing resource allocations, and ensuring the organization accomplishes annual goals and strategic initiatives. The IT Executive is the highest level of management within IT.

Essential Duties

Develops and implements work plans for an operation(s). Communicates annual work plans to employees and ensures employees are focused on the work plan and achieving performance standards.

Contributes to the development and implementation of technology goals and objectives. Ensures technology goals and objectives are met and services are being provided efficiently and effectively; takes corrective action when needed.

Resolves operational and management issues, makes decisions that are inclusive of multiple perspectives and solves underlying problems. Resolves escalated user complaints.

Provides technical expertise to clients and IT staff by identifying technology solutions to meet business needs and by leading the design, development, and/or maintenance of supported technologies.

Represents the operation in meetings with vendors and clients to plan and develop technology solutions and to resolve escalated issues. Works with user and peer groups to develop and implement large scale technology projects that impact multiple disciplines.

Serves as an IT representative on various internal/external committees. Fosters collaborative relationships that benefit the organization.

Develops and implements standards and procedures for the operation(s). Monitors and directs daily operations to ensure standards and procedures are being followed. Recommends and implements process improvements for the operation.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Selects, trains, develops, and evaluates subordinate staff. Makes decisions on hiring, terminations, promotions, and disciplinary actions as required.

Develops and implements plans to allocate funding and staffing resources based on business needs within budget restraint.

Participates in development of budget recommendations, to include capital improvement funds used for the purchase and maintenance of technology infrastructure and equipment.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Deciding and Initiating Action - Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Influencing - Collaborates with, persuades and influences others.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

None

Level of Supervision Exercised

Manages one or more work groups within a division by supervising first level supervisors, IT professionals, and IT technical staff.

By position, matrix manages staff involved with projects or programs.

Education Requirement

Bachelor's Degree in Computer Science, Mathematics, Business, or a related field.

Experience Requirement

Three (3) years of experience at the type and level of functional or operational management, which must have included management of professional individual contributors.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Work is primarily performed in an office setting and frequently at other locations for meetings.

Pressure due to multiple calls and inquiries and is subject to interruption.

Subject to varying and unpredictable situations.

Subject to long irregular hours.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Accommodation: Ability to bring objects into focus.

Agility: Ability to move quickly and easily.

Balancing: Maintaining equilibrium.

Carrying: Transporting or moving an object.

Color vision: Ability to distinguish and identify different colors.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Reaching: Extending the hands and arms or other device in any direction.

Sitting: Remaining in a stationary position.
Standing: Remaining in a stationary position.
Stooping: Positioning oneself low to the ground.
Talking: Communicating ideas or exchanging information.
Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.
Vision: Ability to perceive animal behavior, comprehend signs, and detect color.
Walking: Ability to move or traverse from one location to another.
Written Comprehension: Ability to discern the meaning of written words.

Background Check Requirement

Criminal Check
Education Check
Employment Verification
By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-18

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date: 7/1/2024

Revised By: CW

Class History: 10/21/2021 - Equivalency revised; 11/27/2022 - Revised pay grade as a result of CN1746; 7/1/24 – Revised Experience Requirement.