



Office of Human Resources  
IT Manager Senior - LI2851  
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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**

For DPL Positions Specifically:

Potential exposure to hazardous anesthetic agents, body fluids, and bio-wastes.  
Atmospheric Conditions: conditions that affect the skin, eyes or respiratory system.  
Potential exposure to cold temperature, cold enough to cause bodily discomfort.  
Potential exposure to cold weather conditions (indoor/outdoor).  
Potential exposure to conditions that affect the skin or respiratory system.  
Potential exposure to dust.  
Potential exposure to extreme temperature changes.  
Potential exposure to hazardous conditions where there is a danger to life, body, and/or health.  
Potential exposure to hazardous/toxic chemicals.  
Potential exposure to hazards from electro/mechanical/power equipment.  
Potential exposure to hazards of steam and heat.  
Potential exposure to heat temperatures, hot enough to cause bodily discomfort.  
Potential exposure to hot and humid work environment.  
Potential exposure to housekeeping/cleaning agents/chemicals.  
Potential exposure to infection from disease-bearing specimens.  
Potential exposure to infections and contagious diseases.  
Potential exposure to odorous chemicals.  
Potential exposure to pesticides or fertilizers.  
Potential exposure to the risk of blood borne diseases.  
Potential exposure to temperature changes: variations in temperature from hot too cold.  
Potential exposure to temperature changes: variations in temperature from hot to cold.

Potential exposure to unpleasant elements (accidents, injuries, and illness).  
 Extreme cold conditions.  
 Handles emergency or crisis situations.  
 Noise sufficient to cause distraction or possible hearing loss.  
 Personal Safety: aware of surroundings, people, and events.  
 Pressure due to multiple calls and inquiries.  
 Subject to long, irregular hours.  
 Subject to many interruptions.  
 Subject to burns and cuts.  
 Subject to electrical and radiant energy hazards.  
 Subject to hazards of flammable or explosive gases.  
 Subject to injury from moving parts of equipment or vehicles.  
 Subject to precarious or high locations.  
 Subject to pressure for multiple calls, inquiries, and interruptions.  
 Subject to varying and unpredictable situations.  
 Subject to traffic, roadways, and pedestrians.  
 Subject to vibrations and strain on the body to cause bodily harm if endured daily.  
 Temperature Changes: variations in temperature from hot too cold.  
 Temperature Changes: variations in temperatures from hot too cold when works in field.  
 Wet: frequent contact with water or other liquid.  
 Wet: frequent contact with water, liquid, chemicals, or sanitary sewage.  
 Works in precarious or high locations

### Level of Physical Demand

For DPL Positions Specifically:  
 3-Medium (20-50 lbs.) to 4- Heavy Work (50-100 lbs.)

### Physical Demands

For DPL Positions Specifically:

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

Agility: Ability to move quickly and easily.  
 Balancing: Maintaining equilibrium.  
 Carrying: Transporting or moving an object.  
 Climbing: Ascending or descending an object or ladder.  
 Color vision: Ability to distinguish and identify different colors.  
 Crawling: Moving about in a low or crouched position.  
 Crouching: Positioning body downward and forward.  
 Depth Perception: Ability to judge distances and space relationships.  
 Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.  
 Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.  
 Field of Vision: Ability to sharply detect or perceive objects peripherally.  
 Fine Dexterity: Sufficient coordination to operate a vehicle and manipulate objects.  
 Fingering: Picking and pinching, through use of fingers or otherwise.  
 Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.  
 Hazards: Conditions where there is danger to life, body and/or health.  
 Hearing/Talking: Perceiving and comprehending the nature and direction of sounds/ability to communicate ideas.  
 Hearing: Perceiving and comprehending the nature and direction of sounds.  
 Kneeling: Assuming a lowered position.  
 Lifting: By Position, may move objects 20-50 pounds, or 50-100 pounds from one level to another.

Neck Flexion: Perceiving objects located above or below.  
Physical Strength: Exerts force to transport objects of 50 pounds or more.  
Pulling: Exerting force upon an object so that it is moving to the person.  
Pushing: Exerting force upon an object so that it moves away from the person.  
Reaching: Extending the hands and arms or other device in any direction.  
Repetitive motions: Making frequent or continuous movements.  
Sitting: Remaining in a stationary position.  
Stamina: Ability to work over long periods of time without tiring.  
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.  
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

None

### 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.**