



Class Specification

Information Technology Manager

Definition

Under the general direction of the Administrative Services Director or designee, the Information Technology Manager leads the strategic planning, budgeting, implementation, and ongoing security of the City's technology environment—including information systems, software, infrastructure, communications, and staff development. The manager ensures that technology solutions are thoughtfully integrated to meet the evolving needs of departments and the community, and partners with City teams to support effective investment in digital tools and innovation. This position also supervises and develops IT staff, fosters professional growth, and collaborates on Citywide projects and initiatives as needed. This is an exempt position under the Fair Labor Standards Act (FLSA).

Supervision received:

The Information Technology Manager is a management position and works under general supervision of the Administrative Services Director/CFO or designee.

Supervision exercised:

The Information Technology Manager provides direct supervision, coaching, and professional development of assigned staff, including contract and temporary employees. The Manager sets clear performance expectations and goals, delegates work assignments, offers constructive feedback, and supports ongoing training to cultivate technical excellence and innovation. Additionally, the Manager oversees team workflow, ensures high-quality customer service, encourages collaboration within the division and across departments, and leads efforts to build a positive, inclusive, and high-performing work environment. The Manager may also coordinate and supervise the work of consultants and external partners involved in technology projects or services.

Essential Duties and Responsibilities (Illustrative Only)

- Lead, supervise, and mentor IT division staff, including work planning, assignment, training, performance evaluation, and fostering professional growth.

- Develop, implement, and continuously improve City-wide information technology programs, including strategies, goals, policies, and priorities that advance digital services and support all City departments.
- Design and enforce standards and protocols for data security, information privacy, system integrity, and business continuity.
- Manage daily operations across all IT functions, including systems administration, applications, hardware/software support, networking, training, and troubleshooting.
- Oversee and enhance help desk operations, and support the development, management, and security of City web and intranet platforms.
- Facilitate and guide interdepartmental project teams to identify needs, plan solutions, and deliver information systems and technology enhancements.
- Maintain quality assurance programs to ensure secure, efficient, and coordinated data and IT services across City operations.
- Assess technological needs and recommend tools, systems, and services that meet evolving organizational goals and public service requirements.
- Develop, propose, and manage divisional and project budgets; advise departments on IT budget planning and cost-effective solutions.
- Prepare clear, concise written materials and presentations for management, City Council, and public audiences.
- Negotiate, administer, and manage contracts for technology procurements, implementations, vendors, and consulting services.
- Represent the City in internal and external meetings, working groups, and regional initiatives related to technology, cybersecurity, and organizational innovation.
- Foster a culture of trust and collaboration within the IT team, modeling openness, humility, and a commitment to continuous improvement.
- Champion innovation by actively seeking opportunities to pilot new technologies and encourage creative problem-solving across teams.
- Build strong cross-departmental partnerships by engaging stakeholders, facilitating consensus, and advocating for technology solutions that enable organization-wide success.
- Communicate complex technical information in a clear, empathetic manner to technical and non-technical audiences, ensuring transparency and understanding at all levels.
- Mentor staff not only in technical skills but in self-awareness, team dynamics, adaptability, and the pursuit of professional fulfillment.
- Support and lead organizational change, creating buy-in for new systems, projects, and digital service initiatives by connecting them to City goals and staff priorities.
- Uphold the City's guiding principles of excellence, stewardship, responsiveness, inclusivity, and customer service in all aspects of leadership and service delivery.
- Other duties as assigned.

Peripheral Duties

- Responds as needed during disasters or emergency situations to ensure continuity of IT operations and public services.
- Actively participates in City committees, task forces, and cross-departmental groups as assigned.
- Engages in ongoing professional development by attending relevant seminars, workshops, and training to stay current with evolving technology and leadership best practices.

Minimum Qualifications

Knowledge of:

Current principles and best practices of municipal information systems, IT governance, and digital service delivery; Cloud computing platforms and strategies (e.g., Microsoft Azure, AWS, Google Cloud), hybrid environments, and SaaS solutions; Cybersecurity frameworks, risk management, data privacy, and incident response; Enterprise networking (wired, wireless, remote), infrastructure, and systems administration; IT project management methodologies (Agile, ITIL, DevOps) and change management; Business continuity and disaster recovery planning; Database management, data analytics, and emerging technologies (such as AI, automation, and smart city tools); Vendor management, procurement, and contract negotiation in a public sector context; Public sector budgeting, fiscal planning, and cost-benefit analysis for technology initiatives; Principles of mentorship, staff development, and team leadership in technical environments; Effective communication and collaboration across technical and non-technical audiences.

Ability to:

Analyze complex technical, organizational, and business challenges, and develop strategic, data-driven solutions; Evaluate, recommend, and integrate emerging technologies to advance City operations and service delivery; Lead digital transformation and change management initiatives, securing buy-in and participation across departments; Apply relevant policies, industry standards, and best practices to municipal IT needs, including cybersecurity, accessibility, and equity; Conduct needs assessments, gather feedback, and collaboratively co-design IT improvements with City departments and stakeholders; Develop and execute multi-year strategic plans for technology growth, innovation, resiliency, and modernization; Organize, prioritize, and deliver concurrent IT projects on schedule and within budget, adapting to changing priorities; Communicate clearly and effectively with technical and non-technical audiences, translating complex concepts into actionable plans; Foster positive and inclusive working relationships with diverse staff, vendors, elected officials, and members of the public; Mentor, coach, and empower staff to develop their skills, supporting a culture of continuous

learning and high performance; Navigate ambiguous situations and rapidly evolving technology landscapes with creativity, flexibility, and resilience.

EDUCATION AND EXPERIENCE

Graduation from an accredited college or university with a bachelor's degree in information technology, computer science, business administration, or a closely related field and five (5) years of professional information technology experience is required, including two (2) years at a supervisory level.

Additional certificates in information technology systems are preferred.

SPECIAL REQUIREMENTS

Possession of and ability to maintain a valid California driver's license.

TOOLS AND EQUIPMENT USED

The IT Manager may use a range of tools and equipment, including personal computers (desktops, laptops), mobile devices (smartphones, tablets), cloud management consoles, network hardware (routers, switches, firewalls, wireless access points, VPN devices), endpoint and device management platforms, electronic test equipment (network cable testers, diagnostic tools, multimeters), servers and storage systems (both on-premises and cloud-based), backup and disaster recovery software, standard office productivity and collaboration tools, security appliances and software (antivirus, SIEM solutions, vulnerability scanners), office equipment (phones, copiers, printers, scanners), project management and ticketing platforms, audio/video conferencing technology, specialized administration and analytics software, and common hand or power tools for physical setup, installation, or cabling.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to stoop, balance, crawl, kneel, and use arms, legs and back to occasionally lift and/or move up to 40 lbs. The employee is frequently required to walk, stand, sit, talk and hear, use hands to feel, handle or operate objects, tools, or controls, use a telephone and computer for extended periods of time; reach with hands and arms. Employee must maintain physical condition appropriate to perform job duties, which may include sitting for long periods of time. Specific vision abilities required by this job include close vision and the ability to adjust focus.

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.

This position generally works in an indoor environment but is sometimes required to make trips to vendor locations, post office, commercial districts, other governmental agencies, and other locations away from the primary work location. The noise level in the work environment is usually quiet, but can be moderately noisy. The work environment requires working in a public setting and occasionally interacting with members of the public.