CITY OF MILL CREEK

POSITION DESCRIPTION

POSITION TITLE: Information Systems and Technology Manager   **JOB CLASSIFICATION:** Manager

DEPARTMENT: Executive   **REPORTS TO:** City Manager

SALARY GRADE: 22   **FLSA EXEMPT:** Yes

REPRESENTATION: AFSCME   Approvals: CM: ___ date: **OCT 2 5 2020**

Approvals: HR: ___ date: 3.25.2021

GENERAL DESCRIPTION:
Responsible for the professional management of the City's information technology infrastructure and related systems. Provides support, consultation and technical assistance to management and individual users. Serves as the City's technical advisor, including assisting departments with needs and making recommendations.

ESSENTIAL JOB FUNCTIONS:

1. Manage the development and implementation of IT system strategies to meet City goals and objectives.
2. Assure the integrity, security and effective performance of the City's information systems. Establish IT security policies and standards City wide and identify off-site disaster recovery back-up requirements for user databases and system files.
3. Administer user network and email accounts; troubleshoot problems with accounts, network rights and file access; configure network servers and perform maintenance, repair, updates and daily backups; perform server installation, maintenance, upgrades and repair.
4. Administer, maintain and configure network hardware and devices. Design network topology for secure, reliable, and efficient City operations.
5. Update and integrate computers, workstations, communications equipment and peripherals; install and configure hardware and software upgrades, enhancements and revisions; verify functionality, compatibility and performance of computers and systems.
6. Maintain software applications and databases; monitor system environment, access, security, functionality and utilization; resolve traffic, security and access problems; assure optimum performance and system integrity; detect and correct software errors; plan and implement application upgrades; update mapping programs.
7. Administer budgeting information and funding requests related to information technology needs in the City.
8. Configure and maintain mobile computers, City phone system (VoIP) and security (key-card) system including troubleshooting, repair, updates and backups.
9. Assist staff with IT systems and programs, telecommunications, hardware and software systems and training; recommend and implement solutions to assure minimum delay and effective operation for system users.
10. Provide liaison/interface services with external systems and other government organizations. Develop, review, and oversee IT contracts to ensure they adhere to the City's requirements.
11. Assist with website maintenance for the City's website and intranet.
12. Maintain appropriate confidentiality of work-related issues, including but not limited to customer, employee and City information and records.

This is not intended to be a comprehensive listing of all activities, duties and responsibilities required of the job. Other duties may be assigned and/or performed.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:
- Principles/practices of network administration, access and security guidelines and troubleshooting techniques.
- Network hardware, software and peripheral equipment including troubleshooting techniques.
- Administration and maintenance principles of network operating domains, relational databases and MS Windows-based software applications.
- Business collaboration solutions (such as SharePoint).
- VPN, basic HTML and JAVA.
- Communications technology, equipment and integrated applications.
- Microsoft Office products, including Excel, Word, Outlook, PowerPoint, and Access; MS Exchange and Active Directory; SharePoint, etc. Certifications a plus.
- Firewall security policies and best practices.

Ability to:
- Maintain regular, predictable and reliable attendance during scheduled hours.
- Maintain sustained attention to detail and to work under the pressure of rigid deadlines.
- Work independently and with only general instructions and broad work expectations.
- Organize work for maximum efficiency.
- Maintain confidentiality of information and records.
- Establish and maintain effective working relationships with co-workers, elected officials, other agency staff, suppliers and the general public. Participate as a contributing member of a service-oriented team.
- Work cooperatively with others to achieve results, valuing other's input and expertise; acknowledging other team member's concerns and contributions and supporting team decisions.

MINIMUM REQUIREMENTS:

Experience and Education/Training:
- A four year degree in Information Technology or a closely related field and at least five years of increasingly responsible IT experience that includes network administration, technical support for end-users and IT program management, or any equivalent combination of education and experience which provides the applicant with the knowledge, skills and abilities required to perform the essential functions of the job.

Licenses/Certifications:
- Must possess a valid Washington State driver's license and an insurable driving record.
- Must be able to pass a criminal history background check.

Preferred:
- Certification as a network engineer.
- Leadership or supervisory experience desirable.
- Knowledge of public records databases, search policies and best practices.

PHYSICAL REQUIREMENTS / WORKING CONDITIONS:

The City of Mill Creek provides a tobacco-free environment for its employees; smoking/tobacco use is prohibited in City facilities and vehicles.

Specific physical requirements and typical working conditions for this position are on file in the Human Resources Department.