

GENERAL PURPOSE

Performs a variety of complex technical and administrative work in the development, installation, maintenance and support of municipal information systems.

SUPERVISION RECEIVED

Works under the general direction of the City Manager or designated appointee.

SUPERVISION EXERCISED None**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Installs, supports and maintains all City of Capitola information systems hardware and software. Including, but not limited to, desktops, laptops, servers, switches, routers, databases and telephone systems.

Understand principles of hosted and cloud-based systems.

Manages operations to achieve goals within available resources; plans and organizes workloads and assignments.

Provides leadership and direction in the development of short and long-range information technology plans. Gathers, interprets, and prepares data for studies, reports and recommendations.

Assures that assigned areas of responsibility are performed within budget assists management in preparing annual budget requests; assures effective and efficient use of budgeted funds, materials, facilities, and time.

Prepares and provides information to assist in the decision-making process.

Consults with management to determine information requirements of departments, and determines the technical and functional requirements to meet department needs

Confers with department heads involved with proposed projects to ensure cooperation and further define nature of project.

Works with outside agency technical personnel to maintain shared computer systems,

Maintains information systems in a secure manner and attempts to following industry best practices.

Documents all hardware and software configurations and modifies as changes occur.

Provides necessary documentation to inform management of project status and deviation from goals.

Coordinates with management staff, support staff, technical personnel, or vendors to solve problems, as required.

Reviews reports of computer and peripheral equipment production, malfunction, and maintenance to ascertain costs and plan operating changes.

Prepares and solicits proposals for hardware and software solutions.

Responds to technical support requests.

Assists in training staff in the use of computer hardware and software.

Participates in technical projects such as writing equipment specifications

Manages 3rd party support relationships.

PERIPHERAL DUTIES

Represents the city at various conferences and meetings.

Serves as a member of various employee committees.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- A. Graduation from an accredited four-year college or university with a degree in computer science or a closely related field, or
- B. Three (3) years of progressively responsible related experience, or
- C. Any equivalent combination of education and experience.

Necessary Knowledge, Skills and Abilities:

- A. Considerable knowledge of information systems, principles, and practices; considerable knowledge of hardware and software; knowledge of enterprise software systems; knowledge of local and wide area networks.
- B. Ability to prepare and analyze complex reports; ability to maintain efficient and effective automated systems; ability to install and troubleshoot information systems; ability to effectively coordinate with staff; ability to establish and maintain effective working relationships with employees, city officials; ability to communicate effectively orally and in writing.

SPECIAL REQUIREMENTS

Must be willing to sometimes work outside of standard business hours; including weekends.

Due to access to public safety computer systems, applicant will need to pass comprehensive background check.

TOOLS AND EQUIPMENT USED

Personal computer, including word processing and spreadsheet software; network computer system; phone system; copy machine; fax machine.

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 frequently required to sit and talk or hear, use hands to handle or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk.

The employee must occasionally lift and/or move up to 25 pounds. 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.

The noise level in the work environment is usually quiet but can be loud in the data center.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job 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.

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