



City of Tempe

INFORMATION TECHNOLOGY MANAGER

JOB CLASSIFICATION INFORMATION				
<i>Job Code:</i>	472		<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Internal Services		<i>Salary / Hourly Minimum:</i>	\$95,454
<i>Supervision Level:</i>	Manager		<i>Salary / Hourly Maximum:</i>	\$128,863
<i>Employee Group:</i>	CSU		<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Unclassified		<i>Market Group:</i>	IT Manager
<i>Drug Screen / Physical:</i>	N	N	<i>EEO4 Group:</i>	Professionals

DISTINGUISHING CHARACTERISTICS
<p>The role of the Information Technology (IT) Manager is to oversee one or more sections of the Information Technology Division within the Internal Services Department. The IT Manager is responsible for planning and overseeing staff resources within the section(s); administering the budget for the section(s); handling complex administrative duties; and managing all aspects of work product. The IT Manager classification works as a team within the division to carry out the strategic vision of the Deputy Internal Services Director – IT.</p> <p>In addition, the IT Manager develops and promotes a solid relationship with customer departments throughout the City to ensure that the City’s technology and business needs are being met.</p>

REPORTING RELATIONSHIPS
<p>Receives administrative direction from the Deputy Internal Services Director - IT.</p> <p>Exercises direct supervision over professional, technical, and clerical personnel.</p>

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	<p>Four years of increasingly responsible supervisory / administrative experience in at least one of the following areas:</p> <ul style="list-style-type: none"> IT Application Development and Business Strategy; and/or IT Infrastructure and Operations; and/or IT Application Support
<i>Education:</i>	<p>A Bachelor's degree from an accredited college or university in business management, public administration, computer information systems or degree related to the core functions of this position.</p>
<i>License / Certification:</i>	None

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To plan, direct and review the activities and operations of one or more sections of the City's Technology Division within the Finance and Technology Department.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Administer, plan, and direct the activities of one or more of the following sections within the Information Technology Division: Application Support / Business Strategy and Development / Infrastructure and Operations.
- Advise, consult and provide information to the Deputy Internal Services Director - IT regarding the development, support and operation of the City's information technology environment.
- Prepare and monitor section budget; review and approve the purchase of goods and services; prepare RFPs (request for proposals) related to the procurement of computer and networking equipment, services and software.
- Coordinate projects and staff resources for IT related initiatives.
- Provide weekly, monthly, and quarterly updates of project status; develop and monitor goal activities for section.
- Assist in negotiations of contracts and subcontracts for the City as related to technology.
- Exercise supervision over technical staff; enforce City and departmental policies as set forth in the City Personnel Rules and Regulations and relevant Memorandums of Understanding.
- Maintain an understanding of the needs and changing priorities of other City Departments and Divisions through ongoing interaction with customers and Departmental staff; focus on creating technological solutions to customer's problems and information needs.
- Recommend strategic and tactical plans to the Deputy Internal Services Director - IT for the effective and efficient utilization of various information technologies.
- Conceptualize, implement and deliver multiple projects on time and within budget.
- Enforce policy to ensure the integrity and privacy of data and the security of all systems.
- Provide leadership and direction to staff in planning and prioritizing tasks, fostering employee development, and upholding the City's stated mission and values.
- Direct and participate in meetings with vendors, contractors, and consultants regarding the administration of work and/or contracts.
- Provide continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.

- Facilitate the resolution of employee relation issues within and between workgroups.
- Advise and assist employees in a variety of work related matters including the interpretation and application of policies and processes.
- Participate in the development of the department's work plan; assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures.
- Coordinate activities with other IT sections; work as a team with other Information Technology Managers to ensure open communication and a unified vision for the division and the department.
- Prepare reports and other necessary correspondence.
- Supervise and participate in the development and administration of the section budget; forecast the addition of funds needed for staffing, equipment materials, and supplies; monitor and approve expenditures for the section.
- Select, train, motivate and evaluate personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Operate city vehicles;
- Work in a stationary position for considerable periods of time;
- Operate computers, calculators and other office machines using repetitive hand/eye movement;
- Considerable reading and close vision work;
- May require working extended hours.

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

<i>Effective January 2010</i>
