MAJOR FUNCTION

This is responsible managerial and administrative work in directing all functions of the Information Systems responsibility areas including City Government and all Utility Operations. Requires management of a considerable variety and volume of professional and technical work concerned with the Computer Systems, Applications Systems Development, GIS, Information Systems Support and Communications Systems of the City. Determines requirements for comprehensive information system needs and through project managers, coordinates and directs appropriate technological solutions to support and advance core business practices in the designated areas. Work is performed under the administrative direction of the City Manager and considerable independent judgment, discretion, and initiative are exercised in carrying out the daily operations of the department with efficiency and effectiveness.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties

Supervises, directs, plans, coordinates, and instructs staff within the Technology and Innovations Department. Oversees development, evaluation and implementation of a strategic plan for improved internal and external customer service and streamlined business processes through leveraging of comprehensive information and technology solutions. Provides direction to project managers on the research, evaluation, installation and maintenance of existing and upcoming technical directives (including, but not limited to customized development, mobile work management, facility-based asset management, GIS, integration with Enterprise Resource Planning (ERP) systems such as financial or customer management applications, automated vehicle tracking, project management, data warehousing, instrumentation, controls and data-based performance management). Plans, trains, supervises and directs activities and employees assigned Supervisory Control And Data Acquisition (SCADA) units supporting the Water, Wastewater, Gas, and Stormwater Utilities. Develops and administers operating and capital budgets dedicated to Technology and Innovations Department. Plans and coordinates work activities and programs of the units with other City programs and projects. Develops quality and productivity improvement capabilities to improve services and effectiveness. Attends and participates in conferences and meetings of Leadership Team, the City Commission, and others. Meets with various vendors to review products. Stays abreast of new trends and innovations in computers, networks, and communication systems. Ensures compliance with the City's Fair Employment Practices Plan, equal employment opportunity requirements, and related federal and state laws. Prepares reports, and correspondence. Conducts staff meetings and user training programs. Hires, transfer, promotes, resolves grievances and discharges employees. Conducts performance evaluation, and approves or denies merit increase. Develops and coordinates strategic and operational plans for technology deployment across the organization. Performs related work as required.

Other Important Duties

Participate on a variety of boards, commissions and committees; prepare and present staff reports and other necessary correspondence. Investigates and adjusts personnel problems that may arise from time to time. Seeks out and provides opportunity for staff development through training. Perform related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills

Thorough knowledge of modem techniques, methods, procedures, principles, and practices of all phases of technology services. Thorough knowledge of personnel, finance, general office and business administration, and the ability to apply them. Thorough knowledge of the use and care of all

types of electronic computer systems, computer networks, applications development, data, voice, and video systems. Technical and/or functional knowledge of a variety of technical applications, including but not limited to, enterprise level applications for handling financial or customer information, relational databases such as MySql or SqlServer, asset management applications, work management systems, application servers, and/or utility modeling applications. Considerable knowledge of Utility Operations including Water, Wastewater, Natural Gas, Electric, Stormwater, Fleet Services, and Utility Customer Service. Considerable knowledge of the principles of supervision, training and performance evaluation. Ability to plan, direct, supervise, coordinate, organize, and inspect information systems services programs, and activities. Ability to prepare written technical reports, estimates, and construction and cost records. Ability to plan, assign, instruct, review, and evaluate work assignments of technical and professional personnel. Ability to address civic organizations or other public or private groups on subjects relative to data service programs and projects. Ability to establish and maintain effective working relationships. Ability to prepare, develop, and present Technology and Innovations plans and programs. Possesses management style and values which are consistent with the City's values and goals. Demonstrates interpersonal facilitation and communication skills. Highly developed skill in the use of microcomputers and the associated programs and applications that are necessary for successful job performance.

Minimum Training and Experience
Possession of a bachelor's degree in business or public administration, computer science, management information systems, or a related field and ten years of administrative and managerial experience that includes implementing business solutions using computer and communication technologies; or an equivalent combination of training and experience. Four years of the required experience must have been in a supervisory capacity.

Necessary Special Requirements
Must possess a valid Class E State driver's license at the time of appointment.

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