

**CITY OF HOMER  
JOB DESCRIPTION AND SPECIFICATIONS**

**INFORMATION TECHNOLOGY MANAGER**

<b>Department:</b> Administration	<b>Sub-Department:</b> City Manager
<b>Reports To:</b> City Manager	<b>Backed Up By:</b> P/T Assist. Systems Manager
<b>Supervises:</b> P/T Assist. Systems Manager	<b>Backs Up:</b> As Assigned
<b>Pay Range:</b> 21	<b>Classification:</b> Regular Full-Time Overtime Exempt

**GENERAL FUNCTIONS**

This position is responsible for the overall citywide strategic and operational management of the City of Homer's information technology and telecom needs, including the implementation and integration of system and technology initiatives necessary to achieve organizational goals. Duties include: developing, recommending and documenting plans, policy, standards, procedures and checklists; managing technology assets and budget; network management and ensuring network operations; assessing, designing and providing system and technology training; managing and maximizing the utilization of the technology center; analyzing requirements and developing functional and design specifications; providing system and technical support to users; assisting users maximize technology; recommending and implementing system and technology solutions and improvements; troubleshooting systems and technology; automating organizational tasks; and supervising activities and staff.

**JOB FUNCTIONS AND MAJOR ACTIVITIES**

1. Responsible for maintaining and improving the City's Wide Area Network (WAN) and Local Area Network (LAN).
2. Responsible for installation and maintenance of citywide IP Telephone system.
3. Responsible for the development of organizational, system and technology goals including the development of detailed plans for goal accomplishment.
4. Advises on aspects of computerized information system as needed.
5. Installs and configures hardware and software and monitors computer resource utilization and performance.
6. Manages vendor relationships for software, telecom services, etc.
7. Responsible for Information Systems procurement and third party upgrades/repairs.
8. Analyze and document information needs; develops solutions that are consistent with the computing

environment.

9. Researches and responds to technical questions regarding the operation of computing system functions.
10. Responsible for supervision of Part Time Assistant Systems Manager, including preparing evaluations and recommendations on hiring and firing as defined by Personnel Regulations.
11. Manages security, backup, and recovery procedures to assure system integrity. Monitors networks on a regular basis to insure the integrity of these systems including auditing backups, testing restoration, monitoring virus protection, monitoring network statistics, and overseeing system security.
12. Assists the Police Department with investigations of computer related crime, including but not limited to computer theft, fraud, child pornography and computer hacking.
13. Assists in the development of departmental procedures and policies relating to the use of automated systems.
14. Provides technical support for City's web page and performs webmaster functions.
15. Installs network cabling when needed (retrofit cabling).
16. Develops training classes for software use and trains users and department staff.
17. Troubleshoots and resolves problems relating to both hardware and software in all departments.
18. Performs preventative and remedial maintenance of computer equipment such as terminals, modems, printers, microcomputers, disk drives and cables in all City departments.
19. May be requested to assist departments with other non-pc computer technologies, including but not limited to, telephone systems, PLC controllers and telemetry monitoring, heating and air conditioning automation, E911 systems, EMS and Police dispatch and radio console systems, network based security systems, and wireless GPS systems and base stations.
20. Performs other duties as assigned by the City Manager.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Bachelor of Science degree in a related field and five years experience in managing complex network computer systems. Professional certifications and/or additional trainings preferred. Extensive knowledge in computer systems required. Relevant experience may be substituted for education on a year-for-year basis. Prior experience with City's hardware, software, and network systems and familiarity with local government information system is desirable. Must have a high level of oral and written skills as well as strong interpersonal skills. Valid Driver's License required.

### **DECISION MAKING RESPONSIBILITIES/AUTHORITY**

Under limited supervision, must be able to perform a wide variety of computerized information system functions, and work with other Departments throughout the City. Ability to monitor several tasks at a time essential. Independent judgment and analytic skill necessary. Ability to utilize traditional and non-traditional support services. Responsible for developing procedures for IT systems citywide. Has vast budget/expenditure authority on a citywide basis in recommendations on the purchase and maintenance City's IT systems. Activities are a major source of potential liability to the City.

**SUPERVISORY AUTHORITY**

Part-time Assistant Systems Manger

**EXTERNAL VISIBILITY/CONTACT**

High frequency of contact with key city personnel and key service personnel. Moderate frequency of contact with borough, state and federal government IT management and staff. Infrequent presentation and attendance at Council meetings and contact with the general public.

**WORKING CONDITIONS**

The City of Homer, located in Homer, Alaska is a first class municipality with over 100 employees who work in areas of police, fire, public works, community development, water distribution, finance, library services, administration as well as parks and recreation. Several departments run a 24/7 work environment which may require the Information Technology Manager to be available during the non-regular work schedule. Office environment, travel required to other departments within the City for repair and installation of systems. Low frequency of exposure to hazardous working conditions and weather conditions while installing exterior equipment. While performing the duties of this job, employee will frequently be required to use hands and fingers dexterously to operate office equipment, will be required to communicate orally, regularly required to sit, and occasionally to stand, walk, stoop, kneel, or crouch, and reach with hands and arms. Employee must occasionally transport up to 100 pounds. Specific vision abilities required include close vision and the ability to adjust focus.

I CERTIFY THAT I HAVE READ THIS JOB DESCRIPTION AND SPECIFICATON; IT HAS BEEN EXPLAINED TO ME. I UNDERSTAND AND ACCEPT THE EXPECTATIONS OF MY DUTIES AND RESPONSIBILITIES AS A CONDITION OF MY EMPLOYMENT AS STATED HEREIN.

---

Employee Signature

Date

---

City Manager Signature

Date

---

Personnel Director Signature

Date