

# CITY OF BEAVERTON

## Information Services Manager

### General Summary

Manage planning and day-to-day operations of the Information Services and Geographical Information Services divisions. Make recommendations regarding Information Services strategic planning to the Finance Director, Council, and Mayor.

### Key Distinguishing Duty

Overall responsibility for managing the Information and Geographical Services Divisions and staff, including hiring employees, responding to grievances and overseeing the disciplinary process as needed.

### Essential Functions

*Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.*

1. Manage Information Services and Geographical Information Services division operations. Develop, review, approve and implement division work plans, services, policies, procedures and reports. Set performance standards. Serve as a member of the Finance Department Senior Management Team. Evaluate performance and program effectiveness and take action for improvement as necessary. Authorize payments to contractors and consultants.
2. Manage staff to ensure City goals and objectives are met. Schedule, assign and review work. Make hiring decisions. Provide opportunities for developmental training and performance coaching to employees. Conduct performance evaluations. Respond to employee grievances and oversee disciplinary processes according to the collective bargaining agreement and City policy.
3. Participate in meetings and provide technical assistance and interpretation to the Mayor, Council, and other boards or committees on issues affecting citywide computer hardware, software and communications needs.
4. Develop long and short-range goals and work plans for information services to the City. Actively participate in information services strategic planning and implementation. Serve as liaison to various departmental information groups to communicate and formulate such plans.
5. Administer and monitor the citywide computer network function. Maintain the reliability and integrity of the network by establishing and monitoring system standards. Oversee the addition of new users to the network and link to division systems. Develop and/or maintain the citywide electronic mail system.

6. Oversee computer operations and technical services, and the development of City information service infrastructure including database administration and security.
7. Direct and participate in the analysis and design of new work processes for integrated information systems and work processes. Direct the internal development of software applications or selection of vendor products. Manage the implementation of new applications.
8. Serve as project manager or project team member for the installation of the major new information systems.
9. Prepare, recommend and monitor division budget. Provide explanation for variances.
10. Develop work plans, timelines and resource allocations for assigned projects. Monitor progress to ensure objectives are met.
11. Exhibit leadership to staff, work teams and fellow employees. Serve as a model for accomplishing City's vision and goals. Create an environment in which employees are focused on producing excellent quality results.
12. Produce an acceptable quantity and quality of work that is completed within established timelines.
13. Provide direction and set standards for excellence in internal and external customer service. Promote professional and courteous behavior with a creative approach to problem resolution that creates a positive experience for the customer.
14. Represent the Information Services division and/or City to the public, in legal or administrative proceedings, to other organizations or entities and in other situations as required. Make presentations and provide comment and testimony. Advance and protect the interests of the City and its citizens in all matters.
15. Develop safe work habits and follow required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.
16. Participate in the City Emergency Management program including classes, training sessions and emergency events.
17. Follow standards as outlined in the Employee Handbook.
18. Actively promote and support diversity in the workplace through staffing, promotions, training and career development. Model respect for diversity in the workplace.

### **Other Functions**

1. Serve on or provide support to a variety of committees, task forces and advisory groups as necessary.
2. Perform related duties of a similar scope and nature.

## **Knowledge Required**

- ◆ Expert knowledge of database and network administration.
- ◆ Expert knowledge of operations and security procedures.
- ◆ Expert knowledge of application development.
- ◆ Expert knowledge of business processes analysis.
- ◆ Expert knowledge of programming methodologies.
- ◆ Expert knowledge of practices and principles of information services technology.
- ◆ Advanced knowledge of the laws and regulations governing information services technology.
- ◆ Advanced knowledge of the practices and principles of public/business administration and decision-making related to information services.
- ◆ Advanced knowledge of strategic planning methods with an emphasis on services related to information service technology.
- ◆ Advanced knowledge of public purchasing and contracting laws and regulations.
- ◆ Working knowledge of human resources management practices.

## **Skills/Abilities Required**

- ◆ Expert skills in the management of corporate information services functions.
- ◆ Advanced skill in conceptual analysis and policy/program development and implementation.
- ◆ Advanced ability to successfully manage the operations and budget of a division.
- ◆ Advanced ability to productively manage and/or participate on a team and in a team environment including the ability to develop a team approach to producing high quality results.
- ◆ Advanced ability to effectively manage multiple programs and a staff including hiring, training, coaching, disciplinary action, performance management and termination.
- ◆ Advanced ability to demonstrate leadership behavior to employees, contractors, public officials, other agencies, customers and the general public.
- ◆ Advanced ability to build consensus.
- ◆ Advanced ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Advanced ability to apply and to coach employees on excellent internal and external customer service skills.
- ◆ Expert ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public. Ability to make presentations and develop reports that may include technical information.
- ◆ Expert ability to use word processing, spreadsheet and other software programs, as required for position.

## **Minimum Qualifications Required for Entry**

Bachelor's degree in business, computer technology, or related field, and 10 years experience in information services and technology with an emphasis on corporate information services planning and service, including 3 years supervisory and management experience, or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

## **Licensing/Special Requirements**

Positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.

## **Working Conditions**

Frequent focus on a computer screen; daily precise control of fingers and hand movements; weekly dealing with distraught or difficult individuals; occasional attendance at evening meetings or activities outside of normal working hours; weekly operation of a motor vehicle on public roads.

## **Classification History**

As of 10/97: Information Systems Manager

Revised: 1/98

New class specification title 1/98: Information Services Manager

Revised: 11/04

Revised: 1/1/09

Status: M2

FLSA: Exempt

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Department Head Signature

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Human Resources Signature

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