Job Description

INFORMATION TECHNOLOGY MANAGER

Department: Division of Information Technology
Civil Service Status: Unclassified
Employment Status: Full-time
Reports To: Director of Community Services
Supervises: Information Technology Specialist
Working Hours: Monday-Friday 8:00-4:30; hours/days may vary based on need

SUMMARY

Responsible for the operation, maintenance and upkeep of the City's network and information technology systems and for the development and implementation of a Citywide technology integration plan that supports the City Hall campus, Service Department, French Creek Wastewater Treatment Plant, Police and Fire Stations.

MINIMUM QUALIFICATIONS

• Bachelor's degree or higher from an accredited college or university in an IT or related field.
• Five (5) or more years of experience in a computer services setting.
• Completion of Level 4 Security Awareness Certification (LEADS).
• Successful experience in planning, implementing, maintaining and supporting information systems and local/wide-area networks in a wide range of computing environments.
• Demonstrated working knowledge of current server, network and computer platforms necessary to support, maintain and expand the City's infrastructure.

ESSENTIAL FUNCTIONS

• Direct the planning and implementation of the City's technology plan.
• Provide direction for selection, acquisition, installation, maintenance and use of technology hardware and software for the city.
• Maintain a high level of knowledge and proficiency with the City's hardware, software and networking infrastructure, as well as new/emerging technologies and applications.
• Provide user training, assistance and support for the full range of City technology applications and data reporting responsibilities.
• Oversee the contracted IT firms to maintain network, communications, hardware and software.
• Participate in the recruitment, selection, retention and development of IT staff.
• Coordinate budget preparation and implementation. Requisition all material, supplies and equipment as needed.
• Maintain all documentation related to the City's network and technology systems.
• Oversee the maintenance, and troubleshooting of the LEADS (State of Ohio Law Enforcement Automated Data System) at the Police Department.
• Oversee the City's telephone, telecommunications and voice mail systems as well as mobile technologies (tablets/mobile telephones).
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- Maintain cyber security protocols and safety measures to protect the City’s network.
- Create and maintain a crisis management plan.
- Create and maintain city-wide capital asset list for hardware and software.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: Microsoft Network environments including Active Directory, Exchange, MS SQL, Windows update, Windows desktop and server operating systems and MS Office applications; web design & maintenance.

Skill in: strong communication skills, organizing, writing and presenting documentation and presentations and working collaboratively with city-wide departments.

Ability to: perform major repairs and upgrades to PCs, laptops and other communication equipment; provide technical assistance to staff; identify ways to improve performance through emerging technologies.

PHYSICAL DEMANDS AND WORK CONDITIONS

In accordance with the U.S. Department of Labor exertion levels, this is considered sedentary work. Frequent sitting, some standing and walking required. Stooping, bending and reaching required on a daily basis. Lifts, carries, pushes, pulls or otherwise moves objects up to 50 pounds.

Job Description Approval:

Mayor Kevin Corcoran 6-22-2023