City of Klamath Falls	Position Description

Position: Information Technology Manager	Group: Non-Represented
Department/Division: Finance and Business Services/IT	FLSA: Exempt
Evaluated by: Finance and Business Services Director	Salary Grade: 128

Summary

Plans, organizes, leads, directs and participates in activities focused on the overall leadership and management of the City's information systems in an effort to drive innovation, develop efficient operations, and promote business process improvement. The Information Technology Manager will develop and articulate a future-focused vision, identify opportunities, and create incremental process improvement to maximize the City's mission and drive alignment across the organization's divisions in order to achieve strategic objectives. This position provides the City Manager, department directors, and City Council with accurate information to support decision making and policy direction and provides effective, strategic leadership, positioning the City to meet the community's current and future needs.

Distinguishing Career Features

The Information Technology Manager is a senior management position and the senior-most information technology professional requiring considerable specialization in enterprise architecture, strategic planning, project portfolio management, and business analysis. Must have a working knowledge of municipal functions, and established knowledge preparing and administering an annual budget, reviewing and negotiating vendor contracts, and developing long range capital improvement programs.

Essential Duties and Responsibilities

- Leads the Information Technology division to ensure and maintain streamlined, robust, and quality operational states and high-performance, as well as customer-oriented technology services. Promotes and accelerates the technology innovation process by demonstrating value in terms of productivity, customer service, and reduction of expense

- Drives strategic and operational planning, ensures that internal applications best meet the City's needs and the business needs of each division; ensures that external applications best meet the community's needs; promotes and implements initiatives that support and align the City's organizational capabilities and ensures operation efficiency organization wide.

- Leads multi-functional, multi-disciplinary, and multi-agency teams to implement shared applications; coordinates tasks and deliverables across multiple teams to ensure their timely delivery. Aligns pace and direction of the projects/initiatives with the overall strategic priorities of the organizations; monitors and evaluates their progress.

- Fosters a culture of innovation and continuous improvement that supports and enables the organization to embrace new ideas and operational enhancements; leads innovation through technologies and continuous improvement with a focus on understanding and evaluating community and organizational needs.

- Oversees internal initiatives to analyze the business requirements of City operations and conducts feasibility studies to determine the best use of technical resources in order to provide cost-effective innovation and support across the organization.

- Leads creation and establishment of systems and processes that create a data-driven decision-making culture through implementation of data and analytics strategic plans and establishment and management of the data and analytics program.

- Participates in setting the strategic direction of the organization and planning long and short-term objectives. Makes or recommends decisions that have a significant impact on general business operations or finances to a significant degree.

- Prepares and maintains a Citywide disaster recovery plan and participates with other City departments in preparing department-specific plans.

- Establishes and maintains technology use policy, including use of artificial intelligence, and conducts periodic training to refresh and enforce policy.

- Manages relationships with partner agencies, vendors, and contractors; reviews and approves City technology purchases; negotiates terms of contracts and oversees adherence to contract terms and conditions. Represents the City during important negotiations and meetings.

- Oversees the budget under authority of the Information Technology division. Develops and monitors the budget to assure compliance with approved budget levels and standards.

- Oversees various work groups and project teams; develops team goals to support the City's strategic initiatives; manages performance and coaches/mentors personnel; promotes diversity, collaboration, inclusion and the principles of a learning organization.

- Acts as a liaison between the City Manager, leadership team, and other City staff. Meets with department directors to discuss programs and initiatives, answer questions, address challenges, and resolve issues.

- Establishes clear work performance goals and expected conduct for IT staff and project team members. Initiates and communicates development goals and plans and regularly reviews progress. Delegates responsibility and authority for work assignments.

- Coaches and mentors individual staff and teams to achieve their full potential. Creates and encourages opportunities for staff to learn and grow. Provides clear direction, support, and encouragement.

- Provides managerial leadership and advice to the directors in the selection, supervision, professional development, evaluation, and retention of management staff.

- Participates in City Council meetings and other meetings, conferences, seminars, training classes, and/or other related sessions as directed by the City Manager.

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- Demonstrates commitment to high professional ethical standards; upholds the City's values and maintains a strong customer service orientation.

- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

  The position requires advanced professional knowledge and understanding of IT operations, project management, and a wide range of public and corporate technologies. Requires advanced technical knowledge of enterprise architecture and system design. Requires a well-developed understanding of network infrastructure. Requires a working knowledge of relational databases and programming languages used by the City. Requires knowledge of fiscal management, budget preparation, and expenditure control. Requires well-developed communication skills to convey highly technical concepts to a wide variety of audiences and deal effectively with external contractors, vendors, and partner agencies. Requires skill at facilitating group decision making and problem solving as well as establishing and maintaining effective working relationships with City management, staff, Council members, the general public, and outside agencies. Requires skill in analyzing and interpreting complex data and information.

- **Abilities**

  Requires the ability to develop program goals and set objectives. Requires the ability to plan, organize, and oversee assigned functions including the evaluation of the work of subordinates. Requires the ability to identify new ideas, potential opportunities, and ways to improve operational efficiency through the use of technology. Must have the ability to influence others towards process improvement, developing effective means to challenge assumptions and the established ways of doing things. Must have the ability to communicate effectively both orally and in writing. Requires the ability to supervise, train, mentor, and motivate staff in a manner that promotes high morale and efficiency. Must work as contributing member of a team, work productively and cooperatively with other teams and external customers, and convey a positive image of the City. Must be able to gather and analyze complex data, develop conclusions, and provide recommendations that are in the best interest of the City. Requires the ability to remain current on new and developing technologies in both the public and private sector. Must be able to maintain strict confidentiality. Must be able to attend work as scheduled and when required.

- **Physical Abilities**

  Requires ambulatory ability to move to various office, building, and computer room locations and to bend, stoop, crawl on an occasional basis and reach to install cables and equipment. Requires sufficient hand eye coordination and dexterity to make small component connections. Requires sufficient visual acuity to read technical documents and instructions and align small components. Requires sufficient auditory ability to carry on routine conversations. Requires the ability to lift, push, and pull objects of medium weight (less than 50 lbs.) on an occasional basis. Requires the ability to work in confined areas with noise variations, dust, and limited ventilation.

- **Education and Experience**

  Requires: Bachelor's degree in management information systems, computer science, or related technical field from an AACSB accredited college or university and typically 8 - 10 years of progressively responsible management experience in a leadership role for multiple technology and innovation-related business functions. A minimum of 7 years direct

supervisory experience leading teams engaged in organizational performance management with an emphasis on technology and data analytics.

Preferred: Master's degree in management information systems, computer science, or business administration, or similar field related to technology operations, data analysis and problem solving.

- **Licenses and Certificates**

Requires a valid Oregon driver's license. PMP, CBAP, or PMI-PBA professional certification preferred.

- **Pre-Employment**

Job offers are contingent upon the completion of a pre-employment drug screen and criminal background investigation to the satisfaction of the City, as well as possessing a clean driving record. In addition, candidates must provide fingerprints and pass an Oregon State Police Criminal Justice Information Systems (CJIS) security background check to obtain CJIS Security Level 4 clearance, as well as complete training consistent with TSA and Airport-related security requirements.

- **Working Conditions**

Work is performed primarily indoors where some safety considerations exist due to proximity of electrical and electronic equipment, physical labor, positioning in cramped areas, and handling of medium weight, yet awkward materials. Attendance at public meetings in the evening may be required.

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