



respect - Communication - Integrity - Teamwork - family

Technology Services Manager/Business Analyst

DEPARTMENT/DIVISION: Support Services/ Technology Services

GRADE: M-4

GROUP: Non-Represented

FLSA STATUS: Exempt

EFFECTIVE DATE: July 1, 2016

SUMMARY

Under the direction of the Support Services Director, an employee in this position plans, organizes, supervises, and performs activities related to the operation of City-wide computer systems. Provides professional and technical advice to City employees and management regarding the use of technology to improve business processes. Working with Operating managers, acts as the chief architect for the City's computer based platforms and programs. This position will assist with the development of technical support and training programs for City staff, and will provide technical and management expertise to assist Technology Services staff. Performs related duties as assigned.

EXAMPLES OF DUTIES

Duties may include but are not limited to the following:

Develops and implements the short and long-term goals and priorities for information systems within City government.

Plans and develops policies and procedures for carrying out computer operations and support services. Prepares procedural and technical documentation to support internal systems. Standardizes internal applications for ease of use among departments.

Manages the information systems customer service function throughout the City by analyzing departmental information and problem solving needs; and, recommending and implementing solutions that conform to City budget and information system capabilities.

Plans, assigns, and reviews work of the Technology Services Division staff.

Analyzes the issues surrounding new technology, provides recommendations to the organization for appropriate acquisition, and guide implementation of the new technology.

Coordinates the City's technology acquisition and development, including, but not limited to: selection of standard software applications and hardware platforms; training of users;

development of an organization-wide information systems training plan; and issuance of and evaluation of requests for proposals for new technology.

Ensures the consistent and efficient operation of computer information systems by scheduling and processing system analyses reports, defining and producing special reports, troubleshooting system and PC problems, and making modifications to existing systems and programs. Oversees or performs all computer related trouble-shooting for City information system, PC's and software.

Works with supervisors to identify employee training needs throughout the City and develops, coordinates, and/or conducts training which upgrades/maintains skills at appropriate levels for operation of hardware and software to meet objectives.

Responsible for the City-wide virus protection program to assure the ongoing integrity of data and systems.

Oversees a City-wide inventory of computer/technology-related equipment and software to assure compliance with software license agreements to comply with the City's fixed assets and inventory accounting practices. Establishes City-wide standards for future computer purchases and upgrades. Responsible to approve all information system procurements, including PC's, software, mainframe computer systems, MIS software and peripherals, printers, telephone systems, etc., to ensure compliance with established standards.

Prepares and monitors the Technology Services Divisions budget.

Makes presentations, as directed, to City Council, Budget Committee, or similar groups. Works with other government agencies, as directed, for coordination of information system service delivery.

Provides technical support for the City-wide VOIP telephone system.

SUPERVISORY RESPONSIBILITIES

Directly supervises Technology Services Division staff. Carries out supervisory responsibilities in accordance with the City's policies, and applicable laws. Responsibilities include involvement in interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATION REQUIREMENTS

Education and/or experience:

Bachelor's degree in related field, or equivalent combination of experience to satisfactorily perform the required work.

This position requires thorough specialization in computer sciences to include applications systems, systems programming, computer operations, data recovery and security, networks, PC-based hardware and software.

Requires a working knowledge of management and administrative practices, computer equipment operating characteristics, and principles of fund accounting to enable the application of technical solutions to business problems.

Requires the ability to effectively plan, develop and implement complex and multi-faceted technical systems, programs, and projects, to perform system development projects, to analyze information needs of users in unfamiliar specialties, to de-bug and modify programs.

Requires the ability to install and operate computer equipment and software.

Desired:

MBA or Advanced Degree in similar field related to data analysis and problem solving. Previous experience in a local government environment. Experience working with Tyler Incode, Police departments, and citywide software programs.

PRE-EMPLOYMENT

Job offers for this position are contingent on the individual passing a pre-employment drug screen and may be subject to a police background investigation depending on responsibilities.

KNOWLEDGE, SKILLS and ABILITIES

The requirements listed below are representative of the knowledge, skill and/or ability required.

Knowledge of:

Management and administrative practices, computer equipment operating characteristics, and principles of fund accounting; technical and analytical knowledge, and the ability to use that knowledge to solve technical and user problems.

Skill in:

Installing computer equipment and software.

Ability to:

Communicate highly technical concepts to technical and non-technical staff in a personable and professional manner, and to clearly write in a technical and non-technical format; calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages; apply concepts such as fractions, percentages, ratios, and proportions to practical situations; work with mathematical concepts such as probability

and statistical inference; Must also possess the ability to analyze user needs and provide recommendations regarding equipment and applications.

Must possess the ability to prioritize, organize, and manage projects, staff, and resources to meet time commitments and needs of the end users, ensuring the City's ability to effectively process information. Must be able to adjust tasks in response to emergency demands.

Must be able to meet a variety of technical challenges, make decisions, and communicate concerns to their supervisor, and the City's management team.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls. The employee frequently is required to reach with hands and arms. The employee is frequently required to stand, walk, sit, stoop, kneel, crouch, or crawl; and talk or hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to risk of electrical shock.

The noise level in the work environment is usually quiet to moderate.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Klamath Falls will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

