



<b>DATE</b>	JULY 2024
<b>JOB CODE</b>	
<b>FLSA</b>	EXEMPT
<b>EEO</b>	

**JOB TITLE:** Information Technology Manager (Communications, GIS, Data & AI)  
**DEPARTMENT/DIVISION:** Information Technology  
**REPORTS TO:** Information Technology Officer (Infrastructure & Security, Applications & Data Services, Technical Operations)

**SUMMARY:** Responsible for managing the City’s technical divisions to ensure that Information Services strategy, policies and procedures implemented for the most effective support of the City’s technology infrastructure. Also responsible for providing leadership for delivery of various technology-related services.

**ESSENTIAL JOB FUNCTIONS:**

- Manages the integrity, security and performance of division operations.
- Manages the continuous development, operation and maintenance of their division, including database, hardware software, and system design components.
- Ensures projects impacting the division meet performance goals.
- Works with user departments to develop project objectives; evaluates trends, anticipates problems, and reports on performance and status of projects.
- Coordinates with vendors and City’s staff to ensure inclusion of requirements impacting the division.
- Manages the installation and implementation of all divisional systems and services.
- Plans, manages, coordinates and reviews the work plan for division staff and assigns work activities, projects and programs; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems requirements in projects.
- Develop, maintain, and follow technical procedures for the division.
- Build and maintain strong, effective working relationships with internal support teams, peers, vendors and customers as it deals with the City’s technical infrastructure. Implement the objectives of the department including performance measures and service improvements.
- Provides leadership in the installation, management, upgrade, migration, and enhancement of technology products in the City’s environment.
- Serves as subject matter expert for their division; develops and monitors program budget; prepares special and recurring reports and proposals for training programs, projects, hardware, software and other development plans.
- Represents City in in meetings with government agencies or other meetings related to their division responsibilities.
- Maintain compliance with external regulatory controls, such as the Texas Department of Information Resources.
- Evaluate staff performance, assess training needs and develop improvements to workflow.

- Participates in a variety of special projects in support of departmental operations, which may include: analyzing vendor contracts; performing special studies; providing guidance and recommendations to departments to ensure organizational sustainability and maximize organizational efficiency, effectiveness, and performance; recommending cost-conscious decisions and actions; and/or, performing other related activities.
- Performs other duties as assigned, which may involve irregular work hours, including evenings and weekends.

## **POSITION SPECIFIC JOB FUNCTIONS:**

### **Applications**

- Manages technical staff in the implementation and maintenance of the City's application integrations as well as providing escalated application support requests.
- Provide leadership in the delivery of City applications and application to application integrations
- Manages contracts and vendors associated with City applications and integration solutions
- Manages system stability and functionality. Oversees systems maintenance, backup, and recovery functionality.

### **Data & AI**

- Manage technical staff in the implementation and maintenance of the City's data services, AI projects, and business intelligence duties.
- Provide leadership in the delivery of services such as server systems, storage systems, operating systems and core infrastructure software and services.
- Manages system stability and functionality. Oversees systems maintenance, backup, and recovery functionality.

### **Geographic Information Systems (GIS)**

- Develops GIS applications in support of City goals in coordination with other Departments and external partners.
- Prioritizes and manages development, acquisition, exchange, integration and sharing of component layers and structure of spatial data.
- Determines and establishes quality control standards for GIS data layers for City departments and other agencies; develops procedures to reduce system errors and enhance system functionality and stability.

### **Communications**

- Determines the radio system requirements for both trunked radio and mobile data in all new facilities and vehicles.
- Manages contract and lease agreements for communications systems, services and equipment, and oversees the use of area-wide City-owned radio communications systems.
- Manages, schedules, oversees, and monitors installations of other technology, including audio/visual equipment, wiring, security equipment, access control equipment, and other items as necessary by staff and contract vendors.
- Ensures technical decisions comply with Federal regulations, State and local ordinances, and City administrative policies; manages, renews, and updates all FCC licenses.

**SUPERVISORY/BUDGET RESPONSIBILITIES:**

- Supervisory responsibilities over division staff
- Manages contracts related to division responsibilities

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Extensive knowledge of industry standard IT management frameworks, such as ITIL, and experience with implementing such frameworks within an IT department
- Extensive technical knowledge of current network technologies, standards, protocols and hardware
- Knowledge of strategic planning principles
- Knowledge of process improvement principles and practices
- Knowledge of disaster and business recovery practices
- Knowledge of government operations and processes
- Skilled in designing secure networks, systems, and applications architecture
- Skilled in evaluating quality and reviewing final work products
- Skilled in analyzing security processes
- Skilled in assessing cost efficiency and effectiveness of municipal operations
- Skilled in tracking service call and installations
- Skilled in managing projects
- Skilled in identifying and solving problems
- Skilled in documenting service outages and resolutions
- Skilled in working independently or part of a team in delivering excellent customer service
- Skilled in reading and interpreting technical documents
- Skilled in applying independent judgment, personal discretion, and resourcefulness in interpreting and applying guidelines
- Skilled in reading, interpreting, applying, authoring and explaining rules, regulations, policies, and procedures
- Skilled in preparing clear and concise reports
- Skilled in gathering and analyzing information and making recommendations based on findings and in support of organizational goals
- Skilled in operating a computer and related software applications
- Skilled in communicating effectively with a variety of individuals
- Ability to communicate with users to define system requirements and resolve problems
- Ability to analyze technical problems and develop workable solutions

**MINIMUM QUALIFICATIONS:**

- Bachelor's degree in in a related field of study or equivalent work experience
- 5 years' of progressively responsible information technology experience
- CASP or CISM Certification within 6 months of employment
- DataBricks or GIS Certification within 12 months of employment
- ITIL Certification within 24 months of employment
- Must qualify for and maintain compliance with Criminal Justice Information Systems access requirements
- Must possess or be able to obtain and maintain a valid Texas driver's license

**POSITION SPECIFIC MINIMUM QUALIFICATIONS:****Data & AI Manager**

- Bachelor's degree in in a related field of study or equivalent work experience
- 5 years' of progressively responsible information technology experience
- CompTIA Security+ certification or equivalent upon management approval within 6 months of employment
- Hold two or more of the following certifications (or substantially similar) or the ability to obtain within 12 months of employment:
  - CompTIA Data+
  - Microsoft Certified: Azure AI Engineer Associate
  - Microsoft Certified: Azure Data Engineer Associate
  - Microsoft Certified: Power BI Data Analyst Associate
  - Microsoft Certified: Azure Data Scientist Associate
- ITIL Certification within 24 months of employment
- Must qualify for and maintain compliance with Criminal Justice Information Systems access requirements
- Must possess or be able to obtain and maintain a valid Texas driver's license

### **Applications Manager**

- Bachelor's degree in in a related field of study or equivalent work experience
- 5 years' of progressively responsible information technology experience
- CompTIA Security+ certification or equivalent upon management approval within 6 months of employment
- Hold two or more of the following certifications (or substantially similar) or the ability to obtain within 12 months of employment:
  - CompTIA Project+
  - Microsoft Certified: Azure Developer Associate
  - Microsoft Certified: Azure Administrator Associate
  - Microsoft Certified: DevOps Engineer Expert
- ITIL Certification within 24 months of employment
- Must qualify for and maintain compliance with Criminal Justice Information Systems access requirements
- Must possess or be able to obtain and maintain a valid Texas driver's license

### **PREFERENCES:**

- 5-7 years' experience in Information Technology
- 7 years in Technical Services, Network Operations, Radio Operations or GIS

### **WORKING CONDITIONS: (Example)**

- Frequent reaching, sitting, talking, seeing, hearing, and manual dexterity
- Occasional climbing, balancing, stooping, kneeling, and crouching

- Sedentary office and outdoors work environments
- Occasional lifting and carrying up to 50 pounds
- Work may be performed in a data-center environment, involving loud noise and temperature irregularity
- Work both indoors and outdoors and are exposed to cold and hot temperatures, constant noise, fume/odor hazards, road hazards, heights, and mechanical and electrical hazards.

**CONDITIONS OF EMPLOYMENT:**

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.