

**CITY OF BLACK HAWK  
2016 Job Description**

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**JOB TITLE: Information Technology Manager    DEPARTMENT: IT**

**REPORTS TO: Finance Director                      EXEMPT: Yes**

**HIRING RANGE: \$89,560 – \$102,994**

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**SUMMARY:**

Under general supervision of the Finance Director, provides professional and technical expertise in administering and managing the City's local and wide area networks with complete responsibility for maintaining, updating, and troubleshooting network and data problems. The Information Technology Division oversees all computer hardware and software (servers and desktops), data networks, telephone networks, printers, fax and photocopier equipment. The Information Technology Division provides support to users for desktop and networked applications.

**ESSENTIAL DUTIES & RESPONSIBILITIES:** The following duties & responsibilities are illustrative only and are not intended to be all inclusive:

- Responsible for the City's data network including monitoring network usage, programming and upgrading network switches and routers, evaluate new services and methodology available from vendors. Maintain City firewall including spam filter, anti-virus, content filter and intrusion protection.
- Responsible for the City's computer hardware and software including hardware repair, system building, software installation and maintenance. Work extensively with user departments to develop or modify data processing and office automation systems; coordinate testing and evaluation of computer hardware and software on Intel based desktops, laptops and servers running various versions of Microsoft Windows operating system (Win XP, Win7/8, Win2003, Win2008, and Win2012).
- Responsible for the City's server farm including email servers (Exchange), file servers (Microsoft Windows Server), FTP servers, Terminal Service servers (Remote Desktop), Backup servers, GIS server (SDE), Document Server, Accounting Server (Innoprise), Police RMS server (eForce), Voice Mail server, and Patch server.
- Responsible for the City's telephone network including add/modify/delete of new phone, cabling building and offices, programming Avaya IP Office VoIP, digital, and analog voice devices, and maintaining Avaya Voicemail Pro system.
- Responsible for the City's copiers including reviewing department copier needs, evaluating prospective copier vendors and leases.
- Responsible for the City's networked and standalone fax machines.
- Responsible for providing Help Desk/PC support to end-users answering technical questions related to minor software and/or hardware problems, or to direct the users to appropriate training sites for answers.

- Serve as a representative in meetings and interactions with City staff and other individuals or agencies outside the organization.
- Assist in preparing the department's budget; develop an overall equipment replacement plan for City equipment; prepare new computer specifications; coordinate with purchasing the actual purchase; review and evaluate bids for any computer or telecommunications equipment.
- Oversee the establishment and maintenance of network users, user environments, directories, and system security; upgrade hardware and software components as required; oversee daily computer operation.

## **SUPERVISION RECEIVED AND EXERCISED**

Direction provided by the Finance Director. Provides supervisory responsibility to the IT Support Technician. Carries out supervisory responsibilities in accordance with City policies and applicable laws. Responsibilities include training employee; planning, assigning and directing work; appraising performance; addressing complaints and resolving problems.

## **QUALIFICATIONS:**

Education – Bachelor's degree from a four-year college or university in Information Technology, Computer Science, or Business Administration with an emphasis in Information Technology, or another computer based degree

Knowledge - Solid knowledge of the principles, practices and techniques of PC hardware configuration; of PC and network operating systems; Exchange based e-mail systems; LAN/WAN systems; relational database structure and programming; Web development methodology and a basic understanding of the various programming languages used on today's computers. Strong knowledge of various network architecture methodologies. General knowledge of VoIP based telephone systems with emphasis on Avaya systems.

Experience - Minimum of Five (5) years progressively responsible experience in data processing environment one (1) of which must be in the administration and management of information technology systems; experience with client server environment and supervisory experience required **or**

Any equivalent combination of education and experience that provides evidence that the applicant possesses the required knowledge, skills and abilities.

## **PHYSICAL REQUIREMENTS AND ENVIRONMENTAL SETTING**

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 individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk, sit, and use hands to finger, handle, or feel

objects, tools or controls. The employee is occasionally required to reach with hands or arms; climb or balance; and stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision and distance vision.

#### **COMMENTS**

The intent of this classification is to describe the types of job tasks and levels of responsibility and difficulty required of persons assigned to this classification title. This is not to be considered a detailed description of every duty/responsibility of the job.

The City of Black Hawk is an Equal Opportunity Employer. Pursuant to the *Immigrations Reform and Control Act*, it is the City's intention to hire only individuals who are United States citizens or aliens authorized to work and live in the United States.