

City of Dallas
Classification Specification

Title:	Information Technology Manager	Class Code:	36505
Application:	Career Series	Pay Grade:	M
Supplemental/Code:	Supervisory/1	Established:	10/01/94
FLSA Status:	Exempt	Revised:	01/01/09

Position Purpose:

Manage an information technology division to include the design, testing, acquisition, maintenance, and operation of computer systems; develop and implement improvement to the quality control, security, and productivity of the information technology used by the City of Dallas.

Essential Functions:

1. Manages a group of analysts or other technical personnel in order to ensure an acceptable service level and quality control.
2. Manages the mainframe computer facilities, including a large network, to ensure reliable and continuous operations 24 hours/day, 365 days/year to meet user department needs.
3. Manages the production control process by monitoring and investigating failures within the production environment and drafting/reviewing policies, standards, and procedures governing production. This includes controlling the entry of jobs and programs in the production environment and providing security and audit integrity for the production environment.
4. Ensures the security and integrity of information stored on the systems to provide reliable information; completes internal controls audit for applications, quality and database areas, and records management.
5. Analyzes possible solutions to business problems and makes recommendations for the purchase of systems and software to meet department needs; may involve the review and approval of work done by subordinate analysts. Writes programming specifications in conjunction with Information Services to enhance existing systems.
6. Directs and coordinates system changes such as equipment installation or reconfiguration and implementation of new software to ensure greater system effectiveness.
7. Provides the long-term planning and coordination of computerized data processing functions, security, data retention, and disaster recovery issues including feasibility studies, compatibility studies, and budget projection.
8. Prepares budget and monitors expenditures for hardware, software, programming, and support of systems.
9. Regular, reliable and punctual attendance is an essential function of the job.

Knowledge, Skills, and Abilities Required to Perform Work:

Thorough knowledge of systems analysis, programming, computer operations and/or quality control/total quality management techniques and issues.

Thorough knowledge of department-specific systems (e.g., CIABS, inventory management, etc.), computer programming languages, products for LANs and WANs, and security applications for mainframe and computer systems.

Thorough knowledge of computer communications networks.

Knowledge of data processing production planning, scheduling, and control techniques.

Ability to manage professional employees and other technical employees involved in programming, quality control, data security, and electronic data processing production activities.

Ability to analyze and direct projects.

Ability to communicate effectively both verbally and in writing at a professional level.

Ability to develop and write policies and procedures clearly and concisely.

Ability to establish and maintain an effective working relationship with all levels of management, city officials, vendors, other government agencies, other employees and the general public.

Working Conditions and Hazards:

Work performed under normal office conditions.

The above statements are intended to describe the general nature and level of work performed by personnel assigned to this classification and is not necessarily an exhaustive list of all responsibilities, duties and skills required.