

**City of Dallas**  
**Classification Specification**

<b>Title:</b>	<b>Senior Information Technology Manager</b>	<b>Class Code:</b>	<b>36525</b>
<b>Application:</b>	<b>Career Series</b>	<b>Pay Grade:</b>	<b>N</b>
<b>Supplemental/Code:</b>	<b>Supervisory/0</b>	<b>Established:</b>	<b>10/01/94</b>
<b>FLSA Status:</b>	<b>Exempt</b>	<b>Revised:</b>	<b>01/01/09</b>

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**Position Purpose:**

Provides the coordination, planning, scheduling, development, acquisition, and maintenance of city-wide computer application systems such as: payroll, police and fire dispatch and 9-1-1 systems, and water billing; manage the 24 hour/day, 365 day/year operation of the Data Processing Center; or plan, acquire, and manage all internally and externally-developed mainframe, LAN, WAN, and PC operating software.

**Essential Functions:**

1. Supervises including hiring, training, scheduling, establishing work flow standards, assigning work, evaluating performance, and other personnel actions to ensure productivity and quality standards are maintained.
2. Oversees the development and/or acquisition of computer applications or operating systems software and reviews and approves design documentation for new and changed systems to ensure all requirements are achieved.
3. Serves as primary point of contact on application/system programming or data processing projects with city departments and meets with customer representatives regularly on project status to provide effective coordination.
4. Develops policies, procedures, and standards for applications systems development and maintenance, systems software development and maintenance or data center operation to ensure quality and performance standards are met.
5. Develops budgets, short and long-range plans to address the anticipated needs of user/client departments and internal division needs; prepares strategies for system upgrades and conversions and applications development and maintenance.
6. Provides resolution to non-routine problems through the direction and instruction of division staff.
7. Responds to auditor findings and management requests to implement recommendations and provide information; serves on various evaluation/planning committees.
8. Regular, reliable and punctual attendance is an essential function of the job.

**Knowledge, Skills and Abilities Required to Perform Work:**

Thorough knowledge of applications or operating systems software and mainframe information systems management.

Thorough knowledge of applications or operating systems software planning, development, maintenance, industry and department standards, methodologies, programming languages, and techniques.

Thorough knowledge of the bidding and procurement process used by the City for high tech acquisitions.

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

Ability to communicate effectively and diplomatically both verbally and in writing.

Ability to evaluate contract compliance for systems software contracts.

Ability to supervise a technical and administrative staff.

**Working Conditions and Hazards:**

Normal office working environment.

Exposed to prolonged viewing of a computer monitor and use of a keyboard.

On call for major program or critical systems problems.

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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.