



CITY OF EAST WENATCHEE

Job Description

Position Title:	Information Systems Manager
Department:	Mayor's Office
Reports To:	Mayor
FLSA:	Exempt-Non-Union
2017 Salary Range:	\$6,226.18-\$9,242.80 per month

Position Summary:	Under the direction of the Mayor, the Information Systems Manager serves as the department head of the City's IT Department. The Information Systems Manager must be bondable.
Distinguishing Characteristics:	The Information Systems Manager is a busy department of the City and employees in this department may have to manage a number of projects at one time and may be interrupted frequently to meet the needs and requests of fellow employees and the Mayor.
Job Location/ Working Conditions:	The Information Systems Manager routinely works in a normal office environment but may include field repair, software and hardware installation. Work may occur at various City facilities and involve extra hours, pressure from deadlines and changing job priorities. Requires flexible work schedule during non-traditional hours for maximum efficiency and staff convenience. The Information Systems Manager will manage the IT Department.
Essential Job Functions:	<ul style="list-style-type: none"> • Maintain telecommunications, local and wide area networks, microcomputer hardware and software. With vendor support, operate a variety of equipment, including computer terminals, WAN and LAN operation, NEC Phone System and printers. • Creates, updates and implements process improvement procedures, tasks, workflows and systems. • Provide hardware and software support functions to include diagnosis, installation, up-grades and troubleshooting of computers and peripherals. Perform or serve as lead to assist staff in providing basic on-site repairs, and/or coordinate repairs by vendors or outside contractors. • Establish, monitor and maintain system security for City computer operations. Create and maintain user profiles, passwords and security allowing access to system applications,

<p>Additional Functions as needed:</p>	<p>data, electronic mail and electronic calendar functions. Ensure compliance with applicable laws. Administer network functions.</p> <ul style="list-style-type: none"> • Provide data processing support to users. Analyze, detect and resolve user difficulties including hardware and software malfunctions related to data input, retrieval and report generation. • Must demonstrate and maintain the desire and willingness to work well with co-workers, city offices, and other entities. • Install and maintain computer equipment, network cabling and data communications equipment. • Install and maintain operating systems and 3rd party software on city computer systems. <ul style="list-style-type: none"> • Must be reliable and trustworthy and maintain a high level of confidentiality • Organize and plan multiple tasks and responsibilities. • Perform responsible and complex work involving the use of independent judgment and personal initiative. • Perform other duties as assigned in support of other city personnel and the Mayor. • Attends Council Meetings • Project a positive and professional image.
<p>Knowledge, Skills and Abilities:</p>	<p>Intermediate knowledge of:</p> <ol style="list-style-type: none"> 1. Local, state and federal policies as they relate to City Government. 2. IT Service Management Framework ITIL or similar. 3. Personal computers, peripherals, software and hardware in a business network environment 4. General network technologies and equipment: 5. Computer Network Principles <ul style="list-style-type: none"> *TCP/IP *Server/client-infrastructure *Active Directory Architecture *Microsoft Exchange-Office 365 *Microsoft Hyper-v *Networking hardware: Routers, switches, firewalls etc. *Other Microsoft Server Technology services *Basic Unix OS Technologies <p>Skills in:</p> <ol style="list-style-type: none"> 1. High level knowledge of technology configuration and troubleshooting 2. Effectively dealing with people who may be emotionally charged by issues and information being presented.

	<ol style="list-style-type: none"> 3. Advanced problem-solving techniques. 4. Interpersonal skills. 5. Phone etiquette 6. Decision making 7. Professional communications verbally and in writing <p>Ability to:</p> <ol style="list-style-type: none"> 1. Organize and plan multiple tasks and responsibilities 2. Troubleshoot hardware, software and network problems during high stress situations without a supervisor 3. Perform responsible and complex work involving the use of independent judgment and personal initiative 4. Establish and maintain effective working relation with city employees and with those contracted in the course of work. Effectively deal and assist clients with limited knowledge of PC use and applications. Excellent communication skills to get information and ideas across a wide range and levels of client users. 5. Quickly learn, adapt well to dynamic situations 6. Provide professional and technical assistance to users 7. Prioritize and schedule work 8. Work unsupervised for long periods of time 9. Work independently 10. Be a team player. Self-motivation to start new projects and recommend changes 11. Explain complex issues in a simple understandable manner 12. Project a positive, professional image for self, MIS department and the city. 13. Relate to co-workers , elected officials, public and private individuals and agencies in a positive manner 14. Constantly meet deadlines while maintaining flexibility necessary to accommodate any given situation 15. Communicate to high standards both orally and in writing 16. Physically perform the essential job functions of this position
<p>Physical-Mental Requirements:</p>	<ol style="list-style-type: none"> 1. Finger Dexterity - Repetitive wrist, hand and/or finger movement. 2. Talking- Frequently convey detailed or important instructions or ideas accurately, loudly, and/or quickly. 3. Average Hearing - Able to hear average or normal conversations and receive ordinary information. 4. Average Visual Abilities- Average, ordinary visual acuity necessary to prepare or inspect documents. 5. Physical Strength <ol style="list-style-type: none"> a. Typically sitting at a desk or table. b. Occasional lifting under 25 pounds. c. Occasional standing for more than 30 minutes at a time.

	<p>6. Requires mental capability to exchange complex and routine information, solve problems, negotiate, persuade, make decisions, use discretion and advise others on computer operations.</p> <p>7. Must manage own workload, conflicting deadlines and unusual work schedules. Must demonstrate strong written and oral communications with well-developed interpersonal skills.</p> <p>8. Requires the physical ability to sit for extended periods, walk stand, bend, stoop, climb ladders/radio towers, crawl in confined spaces, lift and carry 60 pounds, operate PC-based computers, demonstrate excellent keyboard skills, use a phone and other office equipment</p> <p>9. During peak activity periods work in excess of 8 hours per day and/or 40 hours per week</p> <p>10. Work under pressure due to deadlines and changing job priorities and move freely throughout city facilities</p> <p>11. Reasoning Ability - Ability to apply common sense understanding, to carry out detailed instructions, and to deal with problems involving many variables.</p> <p>12. Mathematics Ability - Ability to perform basic math skills, use decimals to compute ratios and percentages, and to draw and interpret graphs.</p> <p>13. Language Ability</p> <ol style="list-style-type: none"> a. Ability to use vocabulary of 5,000 to 6,000 words b. Ability to read at a high level. c. Ability to define and understand unfamiliar words. d. Ability to write complex sentences, using proper punctuation, proper grammar, and a good vocabulary.
<p>Minimum Education and Experience:</p>	<p>Requires a minimum of 3-5 years' experience administering and supporting information systems of comparable size, type and complexity.</p> <p>Requires a proven ability to organize data and operate a fully integrated computer network.</p> <p>Ongoing Advanced level training</p> <p>A background security check will be required if a job offer is made</p>
<p>Required licenses/certificates</p>	<ul style="list-style-type: none"> • A valid Washington State Driver's License. • IT Service Industry Certifications or other IT Related education highly desired
<p>Equipment:</p>	<p>Computer, printer, telephone, camera, recording equipment, mailing machine, FAX and copy machines. Performs troubleshooting on office equipment.</p>
<p>Accommodation:</p>	<p>In accordance with the Americans the Disabilities Act and Washington's Law Against Discrimination, it may be possible to modify the requirements listed</p>

	above to reasonably accommodate disabled individuals. However, the City will not make any accommodations which may pose serious health or safety risks to the employee or others or which impose undue hardships on the City.
Disclaimer:	The City intends the above statements to describe the general nature and level of work performed by a Information Systems Manager. These statements are not intended to be an exhaustive list of all job duties performed by a Information Systems Manager. Likewise, the City does not intend this job description to create an employment contract. The City reserves the right to revise or amend this job description at any time. Likewise, the City maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

Employee

Date

Steven C. Lacy, Mayor

Date