

SYSTEMS SUPPORT MANAGER

DEFINITION

This unclassified management classification is responsible for all aspects of technical support for city wide hardware infrastructure, network administration, telecommunications, and software applications supported by the Information Technology Department. Responsibilities include the project management, coordination, integration, implementation and ongoing support for complex automated information systems including the City's public safety activities (law enforcement, emergency response and other related services).

SUPERVISION RECEIVED AND EXERCISED

This position reports to the Chief Information Officer. Responsibilities may include supervision of administrative support, technical and professional staff.

ESSENTIAL JOB DUTIES

The following tasks are essential for this position. The position may not perform all of these tasks, and/or may perform similar related tasks not listed here.

1. Ensures that City, State and Federal regulations, policies and procedures relating to information technology are followed. Researches, develops, recommends, and implements Information Technology department standards, policies and procedures.
2. Ensures the availability and reliability of infrastructure (hardware, network, and telecommunications) and software systems in accordance with the needs, requirements, and operating goals of the city.
3. Ensures adequate data backup/recovery operations and disaster recovery plans, policies, and procedures.
4. Provides project management for large-scale technology implementations and developments. Serves as the project manager and technology liaison for new systems and technologies.
5. Develops project schedules, conducts status meetings, coordinates technical resources, provides project reporting and assigns tasks.
6. Evaluates new infrastructure, systems and projects, develop cost specifications, assists in the negotiation and compliance of contracts, and manages vendors and consultants.
7. Evaluates and makes recommendations regarding new software applications including Software as a Service (Saas) and cloud applications, ensuring that applications are compatible with City infrastructure and Information Technology Department standards.
8. Manages telecommunications (including voice and data networks, over IP telephones, voicemail, Internet connections, plain old telephone service lines, and wireless connectivity).
9. Administers citywide networking, servers, workstations and data storage for physical and virtual networking environments.
10. Oversees and ensures training for staff in the areas of hardware infrastructure, networking, software systems, web-based applications and process automation.

11. Analyzes technical processes and reporting requirements, identifies problems and inefficiencies, and develops recommendations for improvement.
12. Creates a team atmosphere, and team approach to problem solving and completing work.
13. Responds promptly, courteously and appropriately to users when customer support requests/issues are escalated to management.
14. Effectively communicates and delivers presentations to all City staff, vendors, consultants, and the public, as required.
15. Stays current on essential knowledge, practices, laws and regulations by obtaining necessary training; may also be required to provide training and assistance to end-users on the use of applications and systems as appropriate.
16. Assist with budget development and administration.
17. May represent the Information Technology Department in the absence of the Chief Information Officer.
18. Performs other duties as assigned.

Infrastructure Operations

19. Oversees the citywide operation and support of hardware infrastructure.
20. Manages the daily operation of the public safety telecommunications (including wireless and mobile), computer operations, network support, service desk, systems administration, technical support and training functions.
21. Oversees, and may participate, in the selection, implementation, and ongoing support and maintenance for information systems technologies for public safety activities.

Software/Systems Operations

22. Oversees the citywide operation and support of software applications.
23. Manages the design, implementation, and maintenance functions for software applications in the network, web, and microcomputer environments.
24. Oversees all phases of system development including planning, evaluation, implementation, training, and maintenance for applications.

MINIMUM KNOWLEDGE, SKILLS AND ABILITY

Knowledge of:

- Project management tools and techniques supporting multiple platforms and sites.
- Telecommunication equipment and related services.
- Systems administration, systems analysis and project management.
- Project and program development, implementation and management.
- System analysis, development life cycle, and testing methodologies.
- Methods used in supervising, training, and evaluating personnel.
- Local Area Network (LAN)/Wide Area Network (WAN) using Active Directory and Transmission Control Protocol and Internet Protocol (TCP/IP).
- System design, development and documentation techniques.
- Contemporary policies, procedures, and practices related to law enforcement administration.
- Current technologies and security standards.
- Industry standard computing languages and databases.
- Client-server technology, network systems, web-based applications, relational databases, and peripheral equipment.
- Microcomputers (PC's) hardware and software.

Skill and Ability to:

- Effectively analyze law enforcement business systems requirements, and coordinate/integrate technology solutions.
- Deal constructively with conflict and competing priorities, and develop effective action plans.
- Establish and maintain effective working relationships with City staff, vendors, consultants, and the public.
- Supervise others in a team environment and monitor employees, vendors and contractors working independently.
- Influence others to achieve project goals without official authority.
- Prioritize and manage multiple tasks.
- Use independent judgment and initiative in making recommendations regarding software applications.
- Train system users in software applications.
- Communicate effectively orally and in writing.
- Provide effective overall project management including maintaining budgets, coordinating with consultants and vendors.
- Supervise, train and evaluate subordinate employees.
- Translate complex programs and systems into easily understood terms for using departments.

LICENSE AND CERTIFICATES

Possession of a valid California Class C driver's license.

TRAINING AND EXPERIENCE

Any combination equivalent to training and experience that could likely provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be: Graduation from an accredited college or university with a Bachelor's degree in Computer Science, Management Information Systems, or a closely related field. Five years of recent, paid work experience performing systems analysis and project management which have included designing, implementing and maintaining software systems and relational databases. Two years' experience managing information technology projects and staff. Recent experience in implementing and supporting software systems for public safety activities and/or programming is highly desirable.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- Requires vision (which may be corrected) to read small print.
- Requires mobility to stand, stoop, reach and bend; mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- May perform work which is either primarily sedentary or required to stand for long periods.
- Requires the ability to perform work which involves frequent lifting, pushing and/or pulling of objects which may approximate 50 pounds and may occasionally weigh up to 100 pounds. Is subject to office environmental conditions.
- May be required to work evenings, weekends and holidays.
- May be required to drive inside and outside City boundaries.