ASHEVILLE, NORTH CAROLINA

Classification Specification

Manager, Technology Services (IT Tech Services)
Job Code: 2560
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to supervise day-to-day operations and staff involved in providing technical, programming, and application support for and administering enterprise software systems, data management and analysis, and related information technology projects.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; develops and oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and

provide technical expertise; provides progress and activity reports to management; and updates and maintains department standard operating procedure manuals.

Oversees projects assigned to work unit: monitors tasks, schedules, budgets, communication, personnel, and deliverables; identifies and mitigates projects risks; resolves technology problems; leads development and design of system enhancements; ensures all work activities are in compliance with established standards, requirements, policies and procedures; and coordinates the development and implementation of project plans, specifications, goals, objectives, strategies, and timelines.

Monitors and evaluates assigned technology functions, systems, and activities: coordinates with uses to gather information and feedback; identifies technology needs, effectiveness, and operational efficiency; analyzes software and platform options; modernizes application infrastructure to improve service, speed, accessibility, and resiliency; ensures data security; identifies appropriate technologies to increase automation; and makes recommendations regarding the development and implementation of systems, technologies, strategies and procedures.

Provides guidance, direction and technical expertise: receives and responds to complex technology inquiries and problems; coordinates with assigned staff to analyze and solve software and system problems to maintain service levels; resolves issues and conflicts; and provides detailed and technical information concerning system and technology standards, requirements, specifications, objectives, and industry best practices.

Assists in the development and preparation of the annual budget for assigned technology projects and systems; makes recommendations regarding budget outlays for equipment, staffing, and capital needs; processes requests for proposal and purchase orders; coordinates with vendors, monitors vendor compliance with awarded contracts, and manages vendor relationships; and monitors expenditures to ensure compliance with approved budget.

Maintains an awareness of new applications, technologies, technical methods, trends, and advances in the profession; reviews professional publications, technical manuals, and websites to increase knowledge of enterprise software systems and data management and analysis; and attends conferences, workshops, and training sessions as appropriate.

Communicates with supervisor, subordinates, other City employees, third party service contractors, vendors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, contracts, invoices, project documentation, memos, time sheets, requests for proposal, progress reports, maps, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Computer Science, Geographic Information Systems, Information Technology, or a related field required; supplemented by five years of experience in managing technology development and implementation projects, to include lead or supervisory experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: None.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment and machinery, requiring the monitoring, adjustment, regulation, and/or setting of multiple conditions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.