CITY OF BURIEN, WASHINGTON
JOB DESCRIPTION

Title: Information Systems Manager   **Department:** Finance
FLSA Status: Exempt   **Reports to**: Finance Director

The City of Burien believes that each employee makes a significant contribution to our success. This job description is designed to outline primary duties, qualifications and job scope. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

General Position Summary
   Under the direction of the Finance Director, manage the Information Technology Division functions including City-wide information, geographic, and voice communication systems. This includes network, data, voice, security, GIS, procurement, budget, and all other associated activities with information, geographic and voice systems. Advises City staff on information technology planning and implementation; conducts systems analysis; and implements technology modifications and enhancements. Also responsible for the multimedia function that includes the City's cable channels and website.

Essential Functions
- Supports and models the identified vision, values and behaviors of the organization.
- Identifies and develops long-range needs and performs systems analysis to ensure integration of all the City's functions involving the City's various network operating systems and databases and the use of personal computers throughout the City.
- Prepares and monitors the Information Technology Division biennial operating and capital budget, including development of the City's six-year technology plan.
- Establishes, maintains and implements City-wide policies and standards for hardware, software, and data.
- Prepares and evaluates requests for proposals and informal procurements related to network or data communications in accordance with City policy, procedures and applicable ordinances.
- Makes decisions under broad guidelines, representing the City's needs to vendors, potential vendors and other agencies during regional projects, conferences and meetings.
- Researches, procures, manages and supports all City business systems and productivity applications within coordinated guidelines of departments, best practices and business needs.
- Analyzes the impact of requested services considering factors such as compatibility, conversion, implementation, ongoing costs, and impact to existing systems, equipment and staff; documents recommendations and alternatives. Works with users, IT staff and management to maintain consistency within the overall technical architecture; develops structured data and business models; participates in business process re-engineering with City departments.
- Supervises, and evaluates performance of assigned personnel, assists in the selection of new employees, evaluates and disciplines employees according to city policies and procedures. Responsible for staff development plan.
- Plan, design, and conduct software and network training to City staff.
- Develops, negotiates, manages and administers all computer systems agreements and bid packages for major technology purchases, maintenance and consulting with City departments; monitors vendor performance according to contracts/agreements. Administers software licensing agreements.
- Facilitates city-wide participation in key technology activities and acts as a technical advisor to departments. Supervises, monitors, and coordinates projects providing instructions and assignments to staff and by clarifying and resolving problems and technical issues. As needed, provides hands-on technical implementation of such projects.

- Develops, designs, and secures the City's network. Maintains detailed, up-to-date documentation and cataloging of network and system configurations. Promotes and implements sound security policies and procedures to protect City systems and data from unauthorized intrusions.
- Administers and supports databases to ensure their integrity, reliability, currency, accuracy and security; provide City-wide client/server database programming.
- Expands the functionality of the GIS to support and integrate with other activities such as permit tracking, document management, and other major City systems.
- Coordinates GIS/CAD projects.
- Install, configure and maintain voice and data communications with all city facilities and affiliates as required.
- Maintains and administers the intranet and multi-media communications. Provides technical support for the City's website.
- Provide network administration and security for the City Local Area Network (LAN), Wide Area Network (WAN), Computer Systems, and ancillary equipment (printers, tape drives, plotters, modems) and provide technical consulting and training of City staff on operation and maintenance of equipment.
- Manage and support City phone, voicemail and internet services. This includes management of voice services such as PRI, local, long distance, and cellular communications.
- Prepare and implement a disaster recovery plan and write appropriate documentation.
- Prepare and deliver concise reports and presentations to the City Council as needed.
- Attend and participate in professional group meetings and events. Stay abreast of new trends and innovations in technology.
- Performs other duties as assigned.

Secondary Functions
- Oversees development of application programs to automate routine processes.
- Performs routine maintenance.
- Provides assistance to the City Clerk on public disclosure requests dealing with electronic records.
- Serves on and participates in various employee committees.
- Responsible for special projects as assigned.

Job Scope
Position is subject to frequent new and varied work situations involving a high level complexity. Incumbent is responsible for developing and recommending polices and objectives with minimal supervision.

Supervisory Responsibility
Directly supervises IT/GIS staff; recommends personnel actions; arranges and provides training and assistance; assigns and prioritizes work; reviews performance; approves, takes or recommends disciplinary actions, conducts staff meetings.

Interpersonal Contacts
The Information Systems Manager interacts with the City staff on a daily basis and routinely manages consultants and outside agency contacts.

Specific Job Skills
Knowledge of:
- City organization, operations, policies, and objectives.
- Principles and practices of employee supervision.
- Principles of project management.
- Research methods.

- PCs, local/wide area networks.
- GIS concepts and GIS software
- Computer languages and tools including but not limited to MS Access, SQL Server, Visual Basic, .NET, web services and specialized GIS software including ArcGIS and AutoCAD.
- Relational databases and the ESRI geodatabase format.

Ability to:
- Effectively plan, organize, assign, and supervise work of assigned personnel.
- Analyze and evaluate operations, and develop and implement corrective actions to resolve problems.
- Communicate clearly verbally and in writing.
- Successfully negotiate and manage contracts with vendors.
- Maintain effective work relationships with others.
- Foster collaborative group processes and efficiently use resources.
- Effectively plan, organize, control and delegate information systems operations.
- Manage multiple projects simultaneously and meet deadlines.
- Effectively present complex technical concepts verbally and in writing.
- Work independently from general instructions and broad work expectations.
- Assure the City has a technically sound and efficient computer network.
- Recognize occupational hazards and utilize standard safety procedures.
- Ability to develop policies.
- Knowledge of ITIL (Information Technology Infrastructure Library) helpful.

Mental Activities

Position requires continuous decision making, independent judgment and/or action, ability to speak, read, understand and write English, and performance of basic math; frequent creativity, customer service, use of discretion, and problem analysis; occasional interpersonal skills, teamwork, advanced math, negotiation, mentoring, and training/supervising; and rare presentations/teaching.

Physical Activities

Position requires frequent walking, sitting, fingering, talking, hearing, and repetitive motions of hands and wrists; occasional standing, stooping, reaching, feeling, handling, and bending; and rare kneeling and climbing. Position requires the ability to push, pull, lift, and carry 25 pounds.

Education and/or Experience

Bachelor's degree in computer science or related field, knowledge and skills in systems analysis and design, AND five years increasingly responsible information systems management experience including two years in a supervisory capacity. Experience may be substituted for the educational requirement on a year for year basis.

Special Requirement
- Successful completion of pre-employment background check.
- Valid Washington Driver's License with satisfactory driving record.

Job Conditions

Work is performed primarily in an office setting. Noise level is moderate. May require travel to other City facilities, meetings and trainings.

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