

MAJOR FUNCTION

This is responsible professional, administrative, and supervisory work managing a unit within the Technology & Innovations Department (T&I). Work includes directing and managing the day-to-day operations of one of the following units: Public Safety and Project Management Office (PMO)/Utilities. Work involves providing technology related guidance, business process evaluation, procedural development, extensive familiarity with current technology industry standards and best practices, utilization of technology, concepts of administration, elements of effective supervision, project planning and management, and related services to enhance the delivery of unit services and goods. An employee in this class has responsibility for coordinating and performing product research and analysis, planning and developing operating and project budgets, developing project plans, defining resource allocations for the implementation and upgrades of business information systems and web-based applications business solutions. Considerable latitude, independent judgment, and initiative are exercised in this class. Administrative direction is received from the Deputy Director-Technology and Innovation, who indicates results desired, and reviews work through conferences, review of operations, analysis of reports and recommendations and evaluation of results to determine conformity with desired objectives.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Plans, organizes, directs, and manages the activities and functions of the day-to-day operations in assigned unit to support the business unit's strategic plans. Develops information systems, web solutions, mobile/smart device applications, GIS applications and integration solutions in support of all operations with the business unit. Partners with business units to perform needs analysis, justification, costs benefit analysis and budget requirements for supporting the acquisition of information technology. Makes recommendations to improve efficiencies and service level delivery abilities of the business units, which may include computer, web and mobile/smart device applications and GIS solutions. Provides technical expertise in the evaluation of technical solutions. Organizes and directs training assistance programs that enable staff to be more self-reliant and efficient in service delivery. Develops policies and procedures. Acquires and implements effective computer strategies for improving service, reducing cost, and achieving return on technological investments. Participates in the preparation and administration of the annual budget for the division to emphasize increased service levels to customers. Conducts performance evaluations and recommends approval or denial of merit increases. Recommends the hire, transfer, promotion, discipline grievance resolution or discharge of assigned staff. Develops and reviews memoranda, letters, reports and other documents. Performs related work as required.

Other Important Duties

Represents the Deputy Director-Technology and Innovation or designee on committees and in meetings as requested. Completes special projects as assigned. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Thorough knowledge of the principles of general organizational management and administration. Thorough knowledge of end-user computing, computer software architecture, data communications, software and hardware technology, effective office automation techniques and technology industry trends and directions. Considerable knowledge of the principals of career development, supervision, training and performance evaluation. Ability to plan, layout and supervise the work of subordinates performing varied responsibilities. Must possess the ability to communicate and coordinate change implementations. Ability to organize and analyze a wide variety of facts and provide appropriate

recommendations. Ability to communicate clearly and concisely, written and orally. Possess a very high level of project management, business process analysis, people and organizational skills. Skill in establishing and maintaining effective and productive relationships with business and T&I representatives. Possesses management style and values that are consistent with the City's mission and values.

Minimum Training and Experience

Possession of a bachelor's degree in data processing, computer science, management information system, business or public administration or a related field and five years of professional experience that includes computer systems analysis, technical support, or database analysis; or an equivalent combination of training and experience. One year of the required experience must have been in a supervisory capacity.

Necessary Special Requirements

Possession of a valid Class E State driver's license at the time of appointment.

The selected applicant if assigned to the Public Safety Unit must successfully complete a criminal background check including fingerprints. Must obtain Criminal Justice Information Services (CJIS) certification within 30 days of employment.

Established: 10-24-20

Revised: 08-22-25