CITY OF PULLMAN, WASHINGTON
CLASS SPECIFICATION

INFORMATION SYSTEMS MANAGER 1211

GENERAL PURPOSE:
Manages the city's computer network, including hardware and software; responsible for all tasks and procedures involved in the installation, implementation and operation of the information systems computer network. Manages the Whitcom Regional Dispatch Center's Wide Area Network.

CLASSIFICATION SUMMARY:
Work in this class is characterized by the incumbent's leading role in planning, implementing, installing and managing city-wide computer networking and the application of the network to meet user needs. The position works closely with related computer positions in other city departments to supervise requirements of computer needs, services, equipment and applications and serve as a technical expert for questions and advice. The Information Systems Manager reports to the Finance Director who reviews work for the effective functioning of the City's information systems network, the ability to present customer service or training to end users in a clear, concise and professional manner and the ability to use tact, courtesy and patience in proving information to users, city officials, vendors or consultants. Work is performed independently and requires strong time management and personal scheduling to accomplish end results.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Install, manage, and maintain the city-wide networking systems. Document and coordinate all employee and vendor activities related to purchase, upgrade, installation, repair, and maintenance. Review construction and/or facility plans to recommend placement, size and type of network facilities required. Maintain systems security. Serve as network manager for the city-wide Local Area Network (LAN) and Wide Area Network (WAN) hardware and software, including but not limited to: Sonicwall firewalls, Microsoft Exchange and Server, routers, bridges, HP and Cisco data switches, print sharing devices, modems, multiplexers, hubs, frame relay, fiber optics cabling, modems, and related devices. Coordinate with departmental specific networks and systems. Serve as network manager for Whitcom's Local Area Network (LAN) and Wide Area Network (WAN) hardware and software. Create, secure, manage, and maintain VPN (Virtual Private Network) connections to City, County, State, and regional public safety agencies.

Responsible for network monitoring, performance, and diagnostics. Analyze, diagnose, troubleshoot and repair complex network and data communication problems.

Develop, propose and implement City and Whitcom policies related to the use of computer equipment and software.

Assist in the establishment and management of the Information Systems Fund budget; develop objective departmental service fee schedule to maintain the revolving fund character and self-sustaining nature of this internal service fund.

Manage the email system and website to insure that users and the public are able to readily and efficiently communicate and share information.

Manage primary user support personnel and provide supplemental support for department specific applications;

Research and report on complex and rapidly changing technologies and State and Federal data transmission requirements as they may apply to City or Whitcom use. Analyze city requests for network-related services; identify and evaluate alternative solutions; provide recommendations; design, coordinate and implement network programs; and provide and coordinate ongoing support with departmental computer systems.

Research user needs; develop work station standards for the City. Prepare and evaluate requests for proposal and procurement relating to network or data communications in accordance with city policies, procedures, and applicable laws.

Establish appropriate system documentation, including updates to the City and Whitcom systems.

Coordinate training for technical staff with regard to network systems, hardware and software applications, procedures and standards.

Assist in developing citywide and Whitcom network and computer operations policies regarding practices, procedures, authority levels, emergency and similar procedures.

Communicate with city officials and staff, officials of other local governments and school district, business community representatives, regional public safety agencies and boards, vendors, contractors, consultants on network and related activities or projects.

Directs, through subordinate employee, the operation of the city's government access cable television channel; obtains and provides guidance to producers making video productions about city services; schedules programs and equipment maintenance.

Submit periodic status reports and other written communications as appropriate.

Attend work on a regular and dependable basis.

Interacts in a professional and respectful manner with city staff and the public.

OTHER JOB FUNCTIONS:

May assist in implementing other communications and computer operations systems beyond data communications, including but not limited to voice, video transmission and/or cable TV.

Perform related duties as assigned.

SELECTION FACTORS:
(Applicants should describe their previous experience and training for each of the following selection factors. These factors will be the basis for selecting the most qualified applicants to be interviewed. Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed probationary period, and afterwards, for continued employment.)

KNOWLEDGE OF:

- Local Area Network (LAN) and Wide Area Network (WAN) systems, Windows Server, Exchange.
- Network design, TCP/IP protocols, VPN's security, devices, implementation and related networking concepts including principles, practices and technical aspects of networking.
- Analysis, design, development and maintenance of network hardware, including servers, routers, firewalls, bridges, data switches, print sharing devices, modems, multi-plexers, hubs, frame relay, fiber optics cabling, and related devices.
- Principles and techniques of systems analysis, design and implementation.
- Principles and techniques of project/contract administration and control.
- Capabilities and operation of desktop computers, workstations, servers and peripheral equipment including operating systems and other software applications.
- Basic principles and practices of budgeting, controls, and purchasing.
- Documentation and record-keeping techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.

ABILITY TO:

- Perform as manager of the city's information systems (LAN/WAN) network;
- Perform detailed network design and implementation work;
- Manage multiple complex tasks and projects simultaneously;
- Learn computer software packages and adapt for specific user application quickly and effectively;
- Operate, troubleshoot and repair a variety of computers, servers and related equipment including routers, bridges, firewalls, data switches, print sharing devices, multi-plexers, hubs and modems;
- Plan for network scalability, growth and budget requirements;
- Train and provide work suggestions to others;
- Communicate and work effectively with users, public officials, vendors and consultants;
- Work in an inter- and intra-departmental team environment;
- Meet project schedules and time lines;
- Read, analyze and interpret technical journals, financial reports, operating and procedures manuals, pertinent periodicals and governmental regulations;
- Define problems, collect data, establish facts and draw valid conclusions; apply common sense understanding to solve practical problems and deal with a variety of variables in situations where only limited standardization exists;
- Work well under pressure and without supervision;
- Use tact and diplomacy in all customer service;
- Pass a criminal background check;
- Physically perform the essential functions of the job.

MINIMUM QUALIFICATIONS:
(Persons applying for a position of this class should have any combination of the following experience and training.)

Bachelor degree in computer science, MIS or a related field with specialized course work in networking and management information systems, associated hardware and software, or a related field, and a minimum of five years of increasingly responsible experience in network management, analysis, design, implementation and support; or any combination of relevant education and experience which would demonstrate the knowledge, skill and ability to perform the essential duties listed above. **Preferred**: CNE (Novell 5.X) or equivalent certification; knowledge of TCP/IP protocols, operations, management and configuration techniques for network devices and workstations. Network security experience.

TOOLS AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to: personal computers, servers, printers, scanners, telephones, fax and copy machines, calculators, overhead projectors and typewriters. May also be required to utilize other computer networking equipment while troubleshooting problems.

WORK ENVIRONMENT:
(The work environment characteristics and physical/mental capability described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Requires mental capability to carry on interpersonal interactions; exchange complex information, think creatively, solve problems, negotiate, persuade, make decisions, use discretion, train and advise others regarding data resources and computer operations; ability to manage own workload and meet deadlines. The employee is regularly required to use arms, hands and fingers to reach, handle, feel, manipulate or operate objects, materials, tools, equipment or controls. Employee is frequently required to sit, stand, walk, hear and talk normally with or without mechanical assistance. Employee is occasionally required to stoop, kneel, crouch, crawl under or behind desks, and panels, lift in excess of 50 pounds.

Specific vision abilities required by this job include close, distance, color and peripheral vision; depth perception; the ability to adjust focus; and the ability to view computer screens for extended time periods.

Work is performed in a typical information systems environment, which includes an office or semi-enclosed cubicle, a technical workstation, a computer room with a controlled environment, wiring closets or enclosures, as well as working with users and vendors/contractors on site. The noise level in the work environment is usually moderate to loud.

The duties listed above are intended only as illustrations of the various types of work that may be performed. 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.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

FLSA Class: Exempt Adopted: 7/98 Revised: 6/99, 12/01, 05/07