

INFORMATION SYSTEMS MANAGER

DEFINITION

Responsible for the maintenance and operation of the City-wide data base system including all hardware and software applications.

SUPERVISION RECEIVED AND EXERCISED

General direction is provided by the Deputy Director of Finance. Responsibilities include direct supervision of technical and clerical support personnel.

EXAMPLES OF DUTIES

Duties may include but are not limited to:

1. Performs managerial duties related to hardware integration with advanced interactive management information systems including discussions with hardware and systems vendors, concurrent design of several data bases such as the budget, general ledger, payroll, personnel, crime citation and risk management. Also includes completing and maintaining systems started by systems development contractors.
2. Develops new systems by interfacing with users and recommends priorities for data base development. Includes designing and supervising the design of needed systems plus programming, supervising programming and testing new systems to insure user satisfaction.
3. Supervises technicians and clerical support personnel. Includes analyzing systems to determine what should be done by staff and by contract and assigning work in a manner to insure proper interrelationship of staff and contract work. On contract work, sets goals, reviews work and determines if contractual goals are met. Also sets goals for, motivates and evaluates support personnel.
4. Supervises the development of staff to maximize improvement of skills and to provide cross training.

EXAMPLES OF DUTIES (continued)

5. Insures interaction of new systems with existing systems. Includes manipulating two operating systems (Burrough's Supervisory Message Control System and Institute for Professional Management Inc.'s Multifunction Message Control System) to handle transitions from one to the other.
6. Controls and maintains ongoing systems by maintaining integrity of distinct data bases, maintaining and refining interaction of coordinated data bases and trouble shooting all computer related, terminal or printer related, modem related malfunctions in the system.
7. Coordinates data base operations by scheduling operations to accomplish all necessary work and by coordinating developmental, operational and maintenance priorities to avoid overloading the computer. Includes coordinating City user's and customer's priorities to avoid overloading the computer. Includes coordinating City user's and customer's priorities to avoid conflicts in work schedules. Also includes using the computer for batch and data base processing concurrently which requires conducting training for the computer operator for arranging for such training to ensure efficient use of computer time.
8. Interacts with user's committee to define priorities for future development; building mutual trust and confidence and get feedback on acceptability of extant systems.

QUALIFICATIONS

Knowledge, Abilities, and Skills

- A. Thorough understanding of users operational needs: refers to an overall understanding of the inter-relationships between various City users, hardware capability and system wide priorities.
- B. Thorough knowledge of programming in a variety of languages such as COBAL 68, COBAL 74, RPG, DMS II and NDL.
- C. Thorough knowledge of Burrough's system, systems analysis and design: refers to ability to concurrently design several data bases while maintaining completed systems and keeping abreast of priority projects.
- D. Ability to supervise technical and clerical support staff at all levels in order to determine system needs. Includes motivating, evaluating and setting goals for

support personnel and on contract work setting goals, reviewing work and determining if contractual goals are met.

Knowledge, Abilities, and Skills (continued)

- E. Ability to interact with users and staff at all levels in order to determine system needs. Includes oral and written communication skill to lead discussions, probe for information, explain concepts and prepare clear and accurate recommendations and reports.
- F. Thorough knowledge of data base concepts, design, administration and control. Includes knowledge of telecommunication and networking plus data resource management principles and practices.
- G. Thorough knowledge of current technology both in hardware and application software and the latest in computer productivity tools.

EXPERIENCE AND EDUCATION

Any combination equivalent to the experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible experience in programming and systems and procedures analysis including at least one year of supervisory experience.

Education:

Equivalent to a Bachelor's Degree from an accredited college or university with major work in Business Administration, Mathematics, or a closely related field.

PROBATIONARY PERIOD: One year

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AAP GROUP: 2

FPPC STATUS: Designated

FLSA STATUS: Exempt