

FLSA STATUS	Non-exempt	CIVIL SERVICE	No
UNION	No	TELECOMMUTE ELIGIBLE	Yes
DEPARTMENT	Information Technology	DEPARTMENT NUMBER	630
REPORTS TO (TITLE)	City Administrator	JOB FAMILY	IT
PAY GRADE	12	DATE OF LAST REVIEW	November 2023

NATURE OF WORK
<p>The IT Manager is responsible for the skilled and technical professional maintenance of the City's computer information system. This includes city-wide installation, troubleshooting, maintenance, and repair of computer hardware, equipment, networks, and software. In addition to hands-on work, the IT Manager provides training and consultation to system users, offering critical support services. The role involves evaluating, designing, configuring, installing, maintaining, troubleshooting, and repairing network equipment across all City locations. The IT manager is also tasked with planning, purchasing, configuring, and maintaining computer equipment, peripherals, servers, backups, software, and telephones, ensuring end-users receive the necessary support for their projects.</p> <p>This position requires the ability to handle and maintain the confidentiality of sensitive information with the utmost discretion and professionalism.</p>

DUTIES / RESPONSIBILITIES <i>(These are the highlighted responsibilities of the position. An employee in this position may also be required to perform other related duties as assigned.)</i>	
1.	Sets up and maintains servers by spec out, installation, configuration, applying security, driver, firmware, and software updates;
2.	Maintains backup systems by verifying backups, changing and archiving tapes;
3.	Sets up and maintains network and fixed wireless links by designing, installing, troubleshooting, repairing, reconfiguration, or replacement of hardware and infrastructure;
4.	Sets up and maintains hardware by performing preventive maintenance, troubleshooting, repairing, or replacing/upgrading hardware for end users;
5.	Sets up, maintains, troubleshoots, and upgrades software necessary for end users;
6.	Completes projects such as server, email, firewall, and phone system migrations;
7.	Maintains security by managing patching, anti-virus updates, software firewalls, and hardware firewalls;
8.	Plans updates, upgrades, budgeting, purchasing, billing, and paperwork of Information Technology activities.

FUNCTIONAL SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:
N/A

SUPERVISORY RESPONSIBILITIES

Evaluates and signs performance reviews, approve timecards, conduct job interviews, reward/discipline, etc. of regular, part-time and contract employees in the IT Department. Makes hiring, termination and disciplinary decisions.

TRAINING/EDUCATION AND EXPERIENCE REQUIREMENTS

Associate degree (Associate of Science, Associate of Arts) in Information Technology with an emphasis in Networking, Security, and Server/Client support or two-year technical certificate;

AND

Three (3) years experience in information technology helpdesk, and network & server administration.

OR

An equivalent combination of education/training and experiences which provide the required knowledge, skills, and abilities.

LICENSING / SPECIAL REQUIREMENTS

Possesses a Level 4 Security Awareness Training Certificate through Criminal Justice Information Services Security Awareness Training

- Required within 1 year of appointment

Valid driver's license

SKILL / ABILITIES REQUIREMENTS

- Knowledge of current computer science technology, including computer design and up-to-date system operations encompassing hardware, software, system back-ups, protection devices, wiring configuration, and support maintenance of PCs, networks, printers, modems, etc.;
- Knowledge of the development and maintenance of Local Area Networks within an organization;
- Ability to effectively understand and interpret system manuals, operating procedures, and technical information pertaining to computer systems;
- Knowledge of hardware systems, networks, and software programs to effectively utilize and maintain the City's computer operation capacities;
- Knowledge of the National Electrical Code, especially as it relates to PC and network-driven environments in buildings, including requirements for firewalls, area separation, sprinklers, alarms, etc;
- Ability to communicate effectively with employees and present training information clearly and concisely to individuals and groups;
- Maintaining Confidentiality
- Ability to prepare and present accurate reports, both orally and in writing;
- Skill in evaluating new techniques, programs, and applications in computer science;
- Ability to apply current technical knowledge of changing system developments to City systems, as needed.

PHYSICAL REQUIREMENTS

Positions in this class typically require: fingering, grasping, feeling, and seeing.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

WORKING ENVIRONMENT / CONDITIONS

The working environment / conditions for this position may include:

- Hazardous physical conditions (mechanical parts, electrical currents, vibration, etc.)
- Atmospheric Conditions (fumes, odors, dusts, gases, poor ventilation, etc.)
- Hazardous Materials (chemicals, blood, other body fluids, etc.)
- Driving / Travel
- Ability to work outdoors including adaptability to reasonable cold and warm weather, extreme temperatures, precipitation and various levels of light.

CLASSIFICATION HISTORY

DATE	COMMENT
August 2023	Draft prepared by AS
December 2023	Updated per PDQ by BC

EEOC

The City of Ottumwa is an Equal Opportunity Employer. In compliance with applicable state and federal law, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.

ACKNOWLEDGEMENT

I have read the job description and can perform the essential functions of the job either with or without a reasonable accommodation.

Date	Signature

NOTE

The above position description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.