

CITY OF DALY CITY  
JOB SPECIFICATION  
EXEMPT POSITION

**INFORMATION SERVICES MANAGER**

**DEFINITION**

Under the direction of the Director of Finance, the Information Services Manager plans, directs, manages, and coordinates the City's Information Services Division in order to meet the technological needs of the organization. Essential job functions include but are not limited to directing and performing the operations and activities of the Information Services Division, including network administration, systems analyses, programming, needs assessment, equipment acquisitions, telephone systems management, cost benefit analysis, and needs forecasting.

**EXAMPLES OF DUTIES**

Coordinate all data processing functions of the City, including systems management, applications development, hardware/software support, PC and communications network support and training, troubleshooting, Geographic Information System development, and staff services. Develop long-range planning, coordination, security and quality assurance efforts to integrate, coordinate and support all data systems and services within the City, and establish Division goals and objectives. Evaluate technological and informational needs of the organization, make recommendations, and develop services to accommodate such needs. Assist in selecting the developing and supervise subordinates. Review and evaluate employees' job performance and recommend effective personnel action. Develop and implement training and customer service programs to effectively and efficiently integrate, coordinate, and support information services activities with other City divisions. Prepare and administer the Information Services Division budget. Provide assistance on information services budgetary issues to other impacted divisions. Prepare effective written reports and oral presentations. Work with all levels of City employees, City Council members and the public. Perform other related duties as assigned.

**MINIMUM QUALIFICATIONS**

**Knowledge of:** Contemporary information services environments, hardware platforms and operating systems, including personal computers, networks, file servers, geographic information systems, and system integration; principles of management, supervision and training.

JOB SPECIFICATION  
INFORMATION SERVICES MANAGER (PAGE 2)

**Ability to:** Stimulate professional growth and development of Information Systems employees. Maintain a progressive atmosphere, allowing maximum utilization of technology. Foster teamwork. Build consensus and act as a facilitator. Develop and maintain positive and effective interpersonal working relationships. Plan, organize, and prioritize projects. Analyze, interpret, summarize, and present administrative and technical information and data in an effective and understandable manner. Analyze trends and problems and develop long-range plans. Prepare effective written reports and oral presentations. Apply common sense and logic in decision making. Effectively supervise subordinates. Interact positively and cooperate with co-workers, respond politely to customers, work as a team member, function under demanding time pressure, respond in a positive manner to supervision, and attend work and perform duties on a regular and consistent basis

**Experience:** Six years progressively responsible administration or managerial experience in a data processing or information services environment.

**Education:** A Bachelors degree in Information Systems, Computer Science, Business Administration, or a related field. A Masters degree is desirable. An equivalent combination of experience, education, and/or training may substitute for the listed minimum requirements.

**License:** Valid Class C California Driver's License.

R: 02/07