

CITY OF MILPITAS
Effective: July 1, 1994
Revised: July 1, 2001
EEOC: Professional
Unit: Unclassified
Physical: 1
Former Title:
Mgt. Info. Svcs. 11/17/95
Contracts Mgr. 7/1/94

INFORMATION SERVICES DIRECTOR

DEFINITION

Under general direction, responsible for the effective operation of city-wide automated systems related to all computer and network hardware, software applications, telephone systems, broadcast radio, video and data telecommunications. Also responsible for the continuous development and execution of technology strategies and plans to meet the ongoing needs of the city and community.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant City Manager.

Exercises direct supervision over assigned employees, independent contractors, and contractual staff.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Conceptualizes, evaluates, and recommends technology and telecommunications strategies, plans, and priorities.

Establishes standards and procedures for automation systems, defines new system and/or user application requirements, and assists in system design.

Implements and monitors all city automation and technology programs, ensuring the effectiveness of programs and that goals, schedules, and budgets are met.

Assesses city's current and future information and automation needs to develop recommendations and budget proposals; approves purchase of, and receives, all hardware, software, and automation-related services.

Administers and monitors vendor contracts to ensure compliance with performance measurements and effective facilities management.

EXAMPLES OF DUTIES

Responsible for city-wide management and administration of end user training needs for appropriate applications, and in the use of personal computer tools.

Reports on the status and progress of automation projects and operations, and makes recommendations for modification to automation systems as needed.

Coordinates with various advisory or steering committees to establish strategies, goals, and programs related to automation.

Supervises, trains and evaluates professional, technical and/or clerical staff, as assigned, to ensure effective performance.

Performs other related duties as required.

QUALIFICATIONS

Knowledge of:

Data processing principles, local area network administration, broadcast radio and video systems management, and telecommunications systems support.

Municipal computer applications including Finance Systems, Geographic Information Systems, Permit Processing Systems, and Public Safety Systems.

Relational Data Base Management Systems, UNIX, and other operation systems and application development languages such as Oracle SQL Forms.

Theory and techniques of structured systems analysis and design including Computer Aided Software Engineering (CASE) tools.

Design, integration, testing, implementation, documentation, monitoring and evaluation of automated systems.

Ability to:

Conceive, express, and promote a “vision” of strategic directions in city technology.

Interact with city staff at all level in the organization to determine city technology needs.

Make sound decisions concerning information systems applications and performance as it applies to the city.

Understand computer, broadcast radio, and telecommunications technology and keep abreast of current advances relevant to city needs.

Prepare and present written and oral reports to the City Council, city administration and other groups as required.

Plan, budget for, and administer significant technical projects.

EXPERIENCE AND EDUCATION

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

Experience:

Five years of management experience in systems analysis and programming with technical experience in telecommunications. Experience in the administration of technical services contracts is highly desirable.

Education:

Equivalent to graduation from an accredited college or university with major course work in Computer Science, Business Administration, Mathematics, or Public Administration or closely related field. A Master's degree in Business Administration or Public Administration is desirable.

Approved by:

City Manager