



## Classification Description

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**OUR VISION:**

*To be the acknowledged leader in public assembly venue management in the region*

**OUR MISSION:**

*To enhance the livability and economic vitality of the metropolitan region through sound stewardship, expert management and creative development of the region's public assembly venues*

**OUR VALUES:**

*Respect ~ Excellence ~ Teamwork ~ Innovation ~ Community*

<b>Job Title</b>	Information Technology Manager	<b>Bargaining Unit</b>	Non-represented
<b>Functional Job Family</b>	Information Technology	<b>Classification #</b>	8232
<b>FLSA</b>	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	<b>Salary Grade #</b>	325
<b>Position Status</b>	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	<b>Revision Date</b>	May 2007

**Summary:**

Manage and administer the agency's information technology (IT) functions. Supervise and coordinate the activities of staff involved in supporting the computer systems infrastructure. Plan and coordinate all aspects of systems services. Develop and implement technology programs, services policies, and procedures to ensure effective utilization of resources and regulatory compliance.

**Reasonable Accommodations:**

To perform this job successfully, an individual must be able to perform each essential duty and physical demands satisfactorily with or without a reasonable accommodation.

**Essential Functions:**

- Develop and maintain the agency's IT infrastructure, including servers, network work stations, communications and applications.
- Supervise, coordinate and oversee the activities of staff involved in all aspects of providing technical support and services.
- Lead and initiate information technology projects; evaluate and propose new software, hardware and projects to improve and maintain the agency's IT systems.
- Provide customer support by assisting system administrators with escalated and complex system problems.
- Lead the agency's IT steering committee which establishes technology best practices and recommends IT investment priorities.
- Coordinate department activities with contractors, consultants, vendors and other departments to ensure services are appropriate and performed in an efficient and timely manner.
- Prepare and submit requests for proposals; act as technical liaison for system upgrades.
- Manage department inventory of supplies, materials, and equipment.
- Assist with the preparation and management of department budget and oversees the revenue goals for the computer systems infrastructure.



- Ensure work is performed in accordance with department policies and procedures, codes, ordinances, regulations, and other requirements, including but not limited to, LEED certification and OSHA.

### **Secondary Functions:**

- Assist in the development and implementation of department goals, objectives, policies, practices and procedures.
- Provide backup support to subordinates and data center administration.
- Other duties which may be necessary or desirable to support the agency's success.

### **Supervisory Responsibilities:**

This position functions primarily as a first-line supervisor, ensuring that subordinate staff have clear work direction and guidance. The incumbent is responsible to carry out the full spectrum of supervisory responsibilities in accordance with the agency's policies and applicable laws. Responsibilities include hiring and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### **Education and/or Experience; Certificates, Licenses, and Registrations:**

- Bachelor's degree with major course work in computer science, and
- A minimum of five (5) years of experience in related field, and
- A minimum of two (2) years of lead or supervisory experience, or
- An equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties.

### **Necessary Knowledge, Skills and Abilities:**

- Extensive knowledge of network systems, hardware and technology infrastructure.
- Extensive knowledge of project management techniques applicable to IT functions.
- Extensive knowledge of a broad range of network and desktop applications, including MS Office Suite.
- Skill in providing quality customer service to internal clients with a wide variety of technical skills.
- Ability to manage staff and resources in an effective and efficient manner.
- Ability to analyze information and use logic to resolve issues and problems.
- Ability to communicate clearly and concisely, both orally and in writing in technical and non-technical formats.
- Ability to establish and maintain effective, cooperative working relationships with those contacted in the course of work.
- Ability to work effectively with information management systems, and adapt quickly to system changes and updates.
- Ability to work various hours, including evening, weekends, and holidays.

### **Physical Demands / Work Environment:**

- Majority of work is completed in a general office environment with exposure to moderate levels of noise in a well-lit, well-ventilated and moderately paced environment.



- Continuously required to read computer screen; hear and/or respond to verbal/audio cues; perform repetitive motions of hands and wrist; sit for extended periods of time.
- Rarely required to lift, push, pull and/or carry objects up to 25 pounds; stand and/or walk for extended periods of time; stoop, keel, crouch or crawl; twist and/or bend, and reach with hands and arms.

*“MERC believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this Classification Description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or MERC, to just the specific work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of our endeavors.”*

APPROVED:

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MERC General Manager

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Date

\_\_\_\_\_  
MERC Human Resources Manager

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Date