

**MAJOR FUNCTION**

This is responsible professional, administrative, and supervisory work managing a unit within the Information Systems Services Division. Partners with operating departments of the City of Tallahassee and Inter-local Geographic Information Systems (GIS) units to provide technology related guidance, business process evaluation, procedural development, project planning and management, and related services to enhance the delivery of unit services and goods. An employee in this class has responsibility for coordinating and performing product research and analysis, planning and developing operating and project budgets, developing project plans, defining resource allocations for the implementation and upgrades of business information systems and web-based applications business solutions. Considerable latitude, independent judgment, and initiative are exercised in this class. Administrative direction is received from the Director-Technology and Innovations, who indicates results desired and reviews the work to determine conformity of results with desired objectives.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Plans, organizes, directs, trains, and supervises the work of staff in assigned unit (Software Services, Public Safety Systems, Project Management, Implementation, Infrastructure Damage Prevention or Technology Innovation) to support the department's strategic plans. Makes recommendations to improve efficiencies and service level delivery abilities of the business units, which may include computer, web and mobile/smart device applications and GIS solutions. Provides technical expertise in the evaluation of technical solutions. Develops and recommends policies and procedures. Conducts performance evaluations and recommends approval or denial of merit increases. Recommends the hire, transfer, promotion, discipline grievance resolution or discharge of assigned staff. Research and recommend technology budget items. Supports the Strategic Plan and direction of the City and department. Develops and reviews memoranda, letters, reports and other documents. Performs related work as required.

Software Services: Develops information systems, web solutions, mobile/smart device applications, GIS applications and integration solutions in support of all city department business units. Supports all software maintenance to include business area software, database, and new software development.

Public Safety Systems: Provides technical support to Police and Fire Departments, including desktop and mobile computer support. Provides technical expertise to determine proper solutions for Public Safety departments. Works under direction of the Public Safety Technology Officer and closely with the Consolidated Dispatch Center to provide technical support for all aspects of Consolidated Dispatch Agency.

Project Management: Partners with business units to perform needs analysis, justification, costs benefit analysis and budget requirements for supporting the acquisition of information technology. Coordinates and manages requirement development as well as system implementation. Organizes and directs training assistance programs that enable staff to be more self-reliant and efficient in service delivery.

Implementation: Provides technical support and direction to all City departments to implement technical solutions developed or acquired by Technology and Innovations Department. Provides initial training to staff implementing technology solutions.

Technology Innovation: Researches, develops and plans for the creation of innovative technological solution to provide increase service levels. Acquires and implements effective computer strategies for improving service, reducing cost, and achieving return on technological investments.

Infrastructure Damage Prevention: Provides GIS data maintenance for utilities. Manage and direct the locating of underground utilities including water, wastewater, natural gas and electric. Recommends and directs the selection and utilization of GIS based software and hardware to maintain the accuracy and availability of Underground Utility Infrastructure.

#### Other Important Duties

Represents the Director-Technology and Innovation or designee on committees and in meetings as requested. Completes special projects as assigned. Performs related work as required.

### **DESIRABLE QUALIFICATIONS**

#### Knowledge, Abilities and Skills

Thorough knowledge of end-user computing, computer software architecture, data communications, software and hardware technology, effective office automation techniques and technology industry trends and directions. Must possess considerable knowledge of the principles of supervision, training and performance evaluation and, the ability to communicate and coordinate change implementations. Ability to schedule, delegate and review the work of subordinates. Ability to organize and analyze a wide variety of facts and provide appropriate recommendations. Ability to communicate clearly and concisely, written and orally. Possess a very high level of project management, business process analysis, people and organizational skills. Demonstrates interpersonal facilitation and communication skills. Skill in establishing and maintaining effective and productive relationships with business and ISS representatives. Possesses management style and values that are consistent with the City's mission and values.

#### Minimum Training and Experience

Possession of a bachelor's degree in data processing, computer science, management information system, business or public administration or a related field and five years of professional experience that includes computer systems analysis, technical support, or database analysis; or an equivalent combination of training and experience. One year of the required experience must have been in a supervisory capacity.

#### Necessary Special Requirement

At the department director's discretion, a valid Class E State driver's license may be required at the time of appointment.

Established: 10-30-04

Revised: 03-02-11

07-30-11

09-17-16

03-27-20