



City of Tempe

INFORMATION TECHNOLOGY MANAGER

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	472	<i>Department:</i>	Information Technology
<i>Supervision Level:</i>	Manager	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Information Technology Manager
<i>Safety Sensitive / Drug Screen:</i>	No	<i>Physical:</i>	No

Click [here](#) for more job classification information including current salary range.

REPORTING RELATIONSHIPS
Receives general supervision from supervisory or management staff.
Provides direct supervision to assigned staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Four (4) years of supervisory / administrative experience in at least one (1) of the following areas: <ul style="list-style-type: none"> IT Application Development and Business Strategy; and/or IT Infrastructure and Operations
<i>Education:</i>	Equivalent to a bachelor's degree from an accredited college or university in business management, public administration, computer information systems or degree related to the core functions of this position.
<i>License / Certification:</i>	Possession of a valid driver's license.

ESSENTIAL JOB FUNCTIONS
Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.
To actively support and uphold the City's stated mission and values. To plan, direct and review the activities and operations of one or more sections of the City's Information Technology (IT) Department.

OTHER DUTIES AS ASSIGNED
Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Administer, plan, and direct the activities of one or more of the following sections within the IT Department: Application Support, Business Strategy, Development, Infrastructure and/or Real-Time Operations.
- Advise, consult and provide information to the Information Technology Director regarding the development, support and operation of the City's information technology environment.
- Prepare and monitor section budget; review and approve the purchase of goods and services; prepare RFPs (request for proposals) related to the procurement of computer and networking equipment, services and software.
- Coordinate projects and staff resources for IT related initiatives.
- Provide weekly, monthly, and quarterly updates of project status; develop and monitor goal activities for section.
- Assist in negotiations of contracts and subcontracts for the City as related to technology.
- Exercise supervision over technical staff; enforce City and departmental policies as set forth in the City Personnel Rules and Regulations and relevant Memorandums of Understanding.
- Maintain an understanding of the needs and changing priorities of other City Departments and Divisions through ongoing interaction with customers and Departmental staff; focus on creating technological solutions to customer's problems and information needs.
- Recommend strategic and tactical plans to the Information Technology Director for the effective and efficient utilization of various information technologies.
- Conceptualize, implement and deliver multiple projects on time and within budget.
- Enforce policy to ensure the integrity and privacy of data and the security of all systems.
- Provide leadership and direction to staff in planning and prioritizing tasks, fostering employee development, and upholding the City's stated mission and values.
- Direct and participate in meetings with vendors, contractors, and consultants regarding the administration of work and/or contracts.
- Provide continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.
- Participate in the development of the department's work plan; assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures.
- Coordinate activities with other IT sections; work as a team with other Information Technology Managers to ensure open communication and a unified vision for the division and the department.
- Prepare reports and other necessary correspondence.
- Supervise and participate in the development and administration of the section budget; forecast the addition of funds needed for staffing, equipment materials, and supplies; monitor and approve expenditures for the section.
- Select, train, motivate and evaluate personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.

COMPETENCIES		
CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ : Competencies</p>		

JOB DESCRIPTION HISTORY
<p><i>Effective January 2010</i> <i>Revised September 2018 (update min qualifications)</i> <i>Revised April 2023 (changed to classified and moved to SUP union)</i> <i>Revised November 2023 (update min qualifications – education section and job duties)</i></p>