



CLASSIFICATION TITLE: BCES Information Systems Manager	JOB NUMBER: 7148	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: BCES Executive Director	PAY GRADE: 27	FLSA STATUS: Exempt "At-will"

GENERAL SUMMARY

Performs difficult administrative work organizing and directing the IT activities and operations of Benton County Emergency Services (BCES) and related work as apparent or assigned. Work is performed under the general direction of the BCES Executive Director. Divisional supervision is exercised over assigned personnel. Subject to work after hours and weekends as needed.

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Ensures the operation of the Information Systems (IT) division is streamlined and in alignment with the business objectives of the City and BCES, including the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems.
- Strategizes, plans, coordinates, directs, and designs information technology-related activities of BCES, as well as provides administrative direction and support for daily operational activities and strategic planning of the IS division, including fostering innovation, planning projects, and organizing the allocation of resources.
- Defines and implements IT policies and procedures in accordance with industry best practices; works closely with decision-makers in other departments to identify, recommend, develop, implement, project and/or vendor management, and supports cost-effective technology solutions for all aspects of BCES operations;

establishes and maintains direct, regular written and in-person communications with the organization's executive leadership team and end users regarding pertinent IT activities.

- Supervises, motivates, and provides direction and guidance to assigned staff; evaluates and reviews work performance for acceptability and conformance with department standards, goals and/or City competencies; works with employees to correct deficiencies; plans, coordinates and arranges for appropriate training of subordinates; documents corrective action and applies City policy, as needed; participates in the interview and selection process of new employees; recommends merit increases, reassignment and promotions according to established guidelines.
- Attends and participates in professional group meetings; stays abreast of new trends, innovations, and technologies in the functional areas of assignment; researches emerging products and enhancements and their applicability to City needs; works with stakeholders to define business and systems requirements for new technology implementations.
- Prepares divisional budget, controls and monitors expenses, and ensures compliance with City fiscal policies.
- Provides continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.
- Assists in troubleshooting, and resolving user concerns, hardware and software malfunctions, and data retrieval and report generation.
- Assures proper maintenance of database files, systems, menus, programs and software used by BCES; assures computer and peripherals are in proper operating order; monitors Outage Monitoring operations; ensures LAN/WAN networks and communications systems are operational.
- Assists department staff in determining proper hardware and software to ensure proper function and operation of the agency; assists in determining user needs.

Oversees the maintenance contracts for the UPS, generators, VTC, Phone Systems, Radio Equipment, Microwave Equipment, HVAC systems and building.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Applicable state, federal, and local laws, codes and regulations pertaining to IT functional areas.
- Methods to align technical and business needs.

- Procedures, tools, and principles of data management, including: data backup, modeling techniques, data standardization, data disposal, data mining, data recovery, data warehousing.
- Network and PC operating systems, including Microsoft Windows Active Directory, Office 365, Azure and ERP business process management software.
- Architecture and topology for software, hardware and networks.
- Current network hardware, protocols and standards.
- Voice over IP systems.
- 911 Phone Systems and Network
- IT infrastructure planning and development.
- Applicable data privacy practices and laws.
- SaaS support structures, compliance and security data ownership.
- Records management requirements.
- Project management principles and best practices.
- Contracts management principles, practices and procedures.
- Human resource management principles, practices and procedures.
- Principles of supervision, training and evaluating performance.
- Public speaking techniques.
- Budget preparation and control.
- Geographic Information Systems (GIS) hardware and software.
- Interpersonal skills using tact, patience and courtesy.
- SQL and Access databases.

Skills and abilities to:

- Understand the methods and principles of business case or investment analysis.
- Apply effective methods for capturing functional requirements and develop technical requirements as part of development of a request for proposal (RFP).
- Apply project management methods, tools and principles for managing, scheduling, developing and coordinating projects, including monitoring costs, work and performance.
- Analyze and assess programs, policies and operational needs to allocate resources accordingly.
- Train, supervise and evaluate assigned staff.
- Read, interpret, apply and explain rules, regulations, policies and procedures.
- Research and analyze data and develop, evaluate and present recommendations.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, set priorities and meet critical time deadlines.

- Operate modern office equipment including personal computer equipment using standard or customized software application programs appropriate to assigned tasks.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.
- Develop and implement user training programs.
- Interpret and communicate data processing procedures and requirements to users.
- Review and verify input and output data to assure accuracy and efficiency.
- Interact with a wide variety of governmental agencies, public safety responders and vendors.
- Observe machine in operation, analyze stoppages and take corrective action.
- Understand and follow oral and written directions.
- Develop a functional understanding of the following systems related to operations;
 - 800MHz and VHF radio systems
 - Hexagon CAD systems
 - 911 Phone networks and systems
 - Microwave Network
 - Emergency Operations Center function
 - Building systems (HVAC, Back-Up/Redundancy, Security, Physical/Environmental)

SPECIAL REQUIREMENTS

- Obtain Microsoft Certified Systems Engineer (MCSE) or Cisco Certified Network Associate (CCNA) or Cisco Certified Network Professional (CCNP) or Certified Information Systems Security Professional (CISSP) certification within one (1) year of hire and maintain throughout employment.
- Valid driver's license.

EDUCATION AND EXPERIENCE

Bachelor's degree in computer science, systems administration, or related field and six (6) or more years experience in network administration, including three (3) years in a supervisory role, or equivalent combination of education and experience.

COMPETENCIES

Managerial

- Develop Effective Intra- and Inter-Departmental Relationships: Works collaboratively with partners within the City and outside of the City to accomplish the best possible outcomes for all parties.
- Manage Resources Effectively: Effectively applies the organization's assets. Makes efficient use of time, money, people, and other resources to accomplish the organization's goals. Provides direction, guidance, and expectations for resource allocation to ensure service is balanced with fiscal responsibility.
- Think and Plan Strategically: Champions new ideas and initiatives and creates an environment that supports continuous improvement. Considers the City's strategic plan when establishing work unit goals and priorities.

Supervisory

- Foster Teamwork: Builds effective teams committed to organizational goals. Fosters collaboration among team members and among teams. Uses teams to address relevant issues.
- Prioritize Work and Commitments: Develops short- and long-range plans that are appropriately comprehensive, realistic, and effective in meeting goals. Focuses on the most important tasks first and directs others to focus on those tasks. Integrates planning efforts across work units to ensure the most critical work gets done first.
- Drive for Team Results: Demonstrates and fosters a sense of urgency and strong commitment to achieving goals. Encourages others to drive for strategic goals. Persists despite obstacles and opposition. Pursues aggressive goals and works hard to achieve them. Owns the outcomes produced by the team.
- Manage Employee Performance: Guides employees to achieve the highest levels of performance. Sets clear and compelling expectations for performance. Provides frequent and specific feedback to help employees meet or exceed expectations. Maintains effective records related to employee performance. Delivers specific, timely, and meaningful performance reviews.

Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.

- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

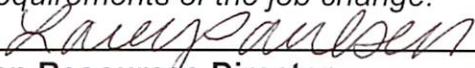
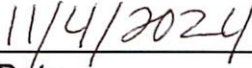

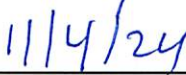

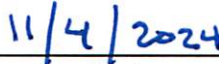
The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires regular and punctual attendance at the office or other assigned locations; work requires the occasional exertion of up to 25 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle or feel, and repetitive motions, frequently requires sitting and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts and observing general surroundings and activities; work has occasional exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

	
Human Resources Director	Date
	
Department Head	Date
	
City Manager or Authorized Designee	Date