



City of Kansas City, Missouri Job Class Specification

Job Title: IT MANAGER

Department: MULTI

Job Code: 1561

Status: EXEMPT

Grade: EX-6

Summary

This is an expert level professional staff position within the General Services department.

Work involves responsibility for assisting in planning, directing, and coordinating subordinate sections of the department as well as coordinating activities with other departments involved in computer operations and architecture projects. Work includes responsibility for the accurate evaluation of management and systems analysis problems and for the adequacy and soundness of recommendations. Work is reviewed by the performance of all computer activities and adequacy and practicality of recommendations designed to improve the performance of the department.

Duties and Responsibilities

- Supervise and participate in the management of large, complex or enterprise-wide projects. Makes significant contributions to the success of projects by applying demonstrated knowledge.
- Researches and recommends new technology, process improvements, cost reductions, and strategies to determine potential benefits for the organization as deemed appropriate.
- Provides leadership in defining and implementing the strategic vision for the division, as well as performance measures to support that vision.
- Provides executive level reporting to the CIO and other Executive Officials.
- Accountable to prioritize and delegate tasks within the organization, providing direction, support and resources
- Champions the organization's culture and sets example for pursuing the strategic vision.
- Creates resource plans and utilizes effectively and efficiently to meet or exceed organization goals.
- Trains, develops and evaluates subordinates to improve current performance and prepare for future positions within the organization.
- Manages budget for Division and ensures budget is met.
- Prepares and presents information on performance results.
- Facilitates communication and interaction between other municipal divisions and departments to ensure quality product output.
- Research and recommend the upgrading of existing software applications or hardware systems as needed for desired performance and operations.
- Ensure efficient and economical utilization of hardware and software equipment and resources.
- Investigates replacing current systems with new systems, analyzes the adaptability of current operations and makes recommendations for replacement.
- Supervises and participates in the development, coordination, and approval of current and long range plans of program accomplishments, special studies, and projects.
- Oversees and analyzes complex business needs presented by subordinates and recommends technical solutions.
- Supervises and participates in the preparation of work plans and recommends projects and studies for inclusion in the system.
- Recommends the introduction of new programming/coding technologies as appropriate.
- Assures the efficient and productive use of resources and personnel.

Duties and Responsibilities (cont)

- Supervise and review the preparation of comprehensive reports, present facts clearly and concisely, both orally and in writing to other municipal divisions and departments.
- Monitors changes regarding process and/or procedure standards and assures that all personnel receive training and are kept up-to-date on those changes.
- Assists with defining customer requirements by conferring with customer and analyzing functions and required or desired outputs.
- Participates in defining and implementing technical direction.
- Participates in evaluating department's range of technical expertise; makes recommendations for technical training as appropriate.
- Assures accountability of project teams and other employees.
- Instills positive attitudes for embracing change and continuous improvement.
- Performs related work as required.

Technical Skills

- Maintains expert competence in the overall architecture of the total system.
- Maintains superior knowledge of tools used in design/analysis and programming/coding activities.
- Superior knowledge of established configuration management, software development, and project methodologies.
- Possesses superior technical competence in assigned area.
- Maintain superior knowledge of the methods and procedures analysis, work simplification, and staff and equipment utilization.
- Analysis, troubleshooting, administration experience in regard to applications, business, database, network (voice, data, video), pc, and servers (operating systems, monitoring software, system software).
- Design, configuration, installation, deployment, and implementation of applications, infrastructure, networks (voice, data, video), pc, and servers (operating systems, monitoring software, system software).
- Coding, programming, development, and support of applications, client server, database, mainframe, and WEB.
- Project/Program management
- Technology training.

Education and Experience

Accredited Bachelor's degree and eight (8) years of technology experience.
OR
An equivalent combination of qualifying education and technology experience.

Certificates/ Licenses/Special Requirements

Must pass a background check as prescribed by the City.

Supervisory Responsibility

Work is performed under general direction of the General Service Director or designee.

Supervision Received

Work is performed under general supervision.

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

Created

05/07

Revised

8/10, 11/11, 11/14,4/17, 8/2022