

Intercity Transit
JOB TITLE: Information Systems Manager

BAND	GRADE	SUBGRADE
D	6	1
DEPARTMENT: Finance and Administration	DIVISION: Information Systems	FLSA STATUS: Exempt
SUPERVISION RECEIVED FROM: Finance and Administration Director	SUPERVISION EXERCISED OVER: Network Systems Analyst Information Systems Technician	PAY GRADE: D61
SUMMARY: Plans, organizes, leads and manages the information technology function for Intercity Transit. Responsible for developing the agency's short and long range technology plan, ensuring the development, implementation and maintenance of computer systems, as well as telecommunications and computing infrastructure development and support for all Agency departments. Supports the Agency's strategic and business goals and objectives.		
DISTINGUISHING CHARACTERISTICS: Performs professional level work in implementing and evaluating information systems projects and developing and implementing information systems policies and procedures. The Information Systems Manager reports to the Director of Finance and Administration and supervises support staff. As a Manager, is responsible and accountable for the information technology function		
DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
1.	Supervises, leads and mentors staff to include: prioritizing and assigning work; providing assignment oversight; conducting performance evaluations; ensuring staff training and development opportunities, ensuring employees follow policies and procedures; and making hiring, termination, and disciplinary decisions and recommendation. Leads IT team in developing and maintaining high levels of customer service, professionalism, individual skills, and effective team approach to work.	Daily 10% (C5)
2.	Manages day to day activities of the IT Division including technology development and infrastructure. Ensures the streamlined and stable operation of IT systems. Reviews all aspects of application system implementation, upgrades and maintenance. Includes modifications, upgrades and maintenance to infrastructure, networks, radio systems and other applications into the existing environment. Maintains and supports Video Recording systems and wireless infrastructure at all agency locations and park and ride lots.	Daily 10% (D6)
3.	Manages Agency's voice and data systems, including telephone system, voice mail, long distance, and wireless communications (i.e. cell phones); manage implementation, maintenance, and operation of telephone systems.	Monthly 10% (C4)

Intercity Transit
JOB TITLE: Information Systems Manager

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
4.	Direct the purchase of standard hardware, network, software, consulting services and training; negotiate, manage and administer associated contracts and agreements; analyze financial considerations and long-term budgeting impacts. Prepares and develops annual budget; monitors and approves expenditures. Develops agency's six year Information Systems Plan and related strategies; identifies researches, develops, recommends and implements policies and procedures for information systems	Weekly 10% (D6)
5.	Maintains enterprise systems and scheduling software and other critical software/hardware aspects of the organization. Trains and supports end users. Manages and administers network server applications. Maintains data flow over the WAN to various remote locations.	Weekly 10% (C4)
6.	Maintains current knowledge of trends and developments in the information technology field. Researches and evaluates the use of new applications / technology / standards and equipment.	Monthly 10% (C4)
7.	Recommends, develops, maintains and administers information technology related policies regarding usage and security of agency information technology assets. Ensure compliance with cyber/network security systems. Monitors implementation of data recovery procedures.	Weekly 10% (C4)
8.	Provides in-house consultant services to departments on a variety of information and database application systems. Serves on agency project teams to ensure technology requirements are identified and included at initial stages of specification development. Manages IT related third-party contracts and vendors.	Weekly 10% (D6)
9.	Works effectively with the agency's Senior Management Team providing input on decisions having organization-wide impact.	Monthly 10% (D6)
10.	Ensures employees have IT tools needed to effectively perform their jobs including documentation, training, education, and report writing support.	Monthly 10% (C4)
11.	Provides back up to IT staff to ensure continuity of services and support across systems and applications which could include non-traditional work hours and on-call duties.	As Required
12.	Must meet regular time and attendance standards.	Always
13.	Performs other duties of a similar nature or level.	As Required

Intercity Transit

JOB TITLE: Information Systems Manager

Knowledge (position requirements at entry):

Knowledge of:

- Supervisory principles and practices;
- Applicable Federal, State, and Local laws, rules, and regulations;
- Budgeting principles and practices;
- Technological trends;
- Computers and applicable software applications and operating systems;
- Project management principles;
- Network architecture principles and practices;
- Telephony and communications principles and practices.
- Voice and data communications, firewalls, networking, remote access, MS Exchange, and backups.

Skills (position requirements at entry):

Skill in:

- Monitoring, evaluating, coach and leading subordinate staff;
- Prioritizing and assigning work;
- Evaluating technological trends;
- Developing and monitoring technology services;
- Developing and implementing work plans;
- Developing and monitoring budgets;
- Communicating technical information to a non-technical audience;
- Defining problems, collecting data, establishing facts, and drawing valid conclusions;
- Writing reports and business correspondence;
- Managing projects;
- Handling multiple tasks and priorities simultaneously in both every day and crisis environments;
- Maintaining strict confidentiality of sensitive files, data, and materials accessed, discussed or observed in the workplace;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, vendors, and the general public sufficient to exchange or convey information and to receive work direction.

Training and Experience (position requirements at entry):

Bachelor's Degree in Computer Science, Management Information Systems, or a related field and five years of progressively responsible information systems and network administration including two years of supervisory experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (position requirements at entry):

- Washington Driver's License.

Must submit to criminal background check the results of which must meet hiring criteria of the role.

Intercity Transit

JOB TITLE: Information Systems Manager

Physical Requirements:

Positions in this class typically require: stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson and Associates LLC (LM)

Date: 8/05/04

Revised: 6/1/09 + background ✓'s; CDiRito

Revised: 8/29/11; CDiRito

Revised: 10/15/2011 Comp Class Review: HR

Revised: 2014 July; Elimination of Lead Network Analyst subordinate position

Revised: 2016 September; for recruitment /streamline/modify the essential function descriptions. CDiRito