Title: Information Technology Manager	
Level:	
Department: Information Technology	

Position Summary:

The purpose of this position is to direct and manage all information technology projects, functions, infrastructure, operations, and resources for the city. Plans and directs the development and administration of the City's systems and strategic planning to include the management of all hardware, operating systems, systems and applications software, and the personal computer network. Maintains and controls hardware and software functions of all City departments. Performs applications software analysis, design, development, and management, providing conceptual and/or technical advice. Responsible for IT network security/Cyber Security management of City systems.

The IT Manager also plans, directs, and coordinates the development, operation, and maintenance of the City's systems and personal computer network, including all hardware, operating systems, and systems and PC software, and maintenance agreements; manages ongoing operations and directs the development of future applications related to network servers, desktop computers, website, and local area networks.

Reports to: City Manager

☒ **Full-time**	☐ **Nonexempt**
☐ **Part-time**	☒ **Exempt**

Essential Duties and Responsibilities:

- In conjunction with the City Manager, Mayor, and Council, develop and maintain a technology strategy for the City.
- Responsible for the direction, planning, organizing, and scheduling of work for the Department.
- Develops and administers departmental budget and monitors expenditures to ensure compliance with City policy.
- Develops departmental goals and objectives and monitors performance as compared to goals.
- Oversee all cybersecurity efforts of the Information Technology infrastructure.
- Responsible for the oversight of all Continuity of Operations in the event of a disaster.
- Responsible for all disaster recovery efforts in all the city locations and local data centers.
- Participates in vulnerability testing to ensure the network security posture remains strong.
- Responsible for keeping the City Manager, and all department heads apprised of departmental operations and trends present throughout their departments.
- Responsible for the system-wide backup operation plan of the city.
- Performs applications software analysis, design, development, and management providing

conceptual and/or technical advice.
- Develops city-wide policies relating to IT-related systems. Interfaces with departments to determine the best data management approaches to be used.
- Responsible for increasing and promoting cyber security awareness through City-wide communications, policies, and assigning training to end users.
- Supports the department managers and their teams in leveraging technology and technical resources that advance their efforts to deliver services and programs.
- Direct the preparation and administration of the annual information technology budget; direct the appropriate departmental budgetary controls.
- Approves requirements for hardware, software, and computer supply purchases. Performs needs and cost analyses as needed. Reviews formal designs from staff ensuring security concerns and internal controls are addressed.
- Manages the development, negotiation, and administration of information technology contracts and contractors.
- Monitors installation plans and integration of new systems, including timeliness and vendor participation. Contacts hardware/software vendors, and technical representatives.
- Recommends, coordinates, and schedules in-house and off-premises systems technology training.
- Analyzes and evaluates the effect new or modified software has on current software applications.
- Oversees preparation and maintenance of systems documentation, procedures, and technical library.
- Makes a priority of upgrading knowledge and skills by attending user group meetings, related seminars provided by vendors or governmental groups, and IT/Security continuing education courses.
- Prepares monthly reports on the status of the IT Department.
- Performs other related duties as required.

Education and/or Work Experience Requirements:

- Minimum of 5 years of progressive management experience in the technology field preferred.
- Three to five years of system administration and end-user support experience preferred.
- Bachelor's Degree or equivalent in a related field is desired. Master's preferred
- IT certifications required – Microsoft Windows Server 2012, Server 2016, Server 2019, or Office 365.
- Ability to work a non-routine shift and be 'on-call' as needed.

Additional Duties and Responsibilities:

Any other duties as assigned by management.

Scope and Impact:

Job has recurring work situations involving high degrees of discretion. The need for accuracy and effective utilization of accepted programs and routines is high. Errors in judgment will waste resources and adversely impact performance. The Incumbent operates independently but work is verified. The content of work priorities is determined by supervision.

Communications/Customer Contact:

Communication, interpersonal skills as applied to interaction with co-workers, supervisors, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Competencies:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

- Demonstrated leadership abilities.
- Excellent problem-solving and analytical skills.
- A strong degree of technical competence.
- Excellent customer service, empathy, and communication skills.
- Ability to train and educate end-users.
- Must be highly responsive while displaying calm in stressful situations.

Working Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

- Frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk and hear.
- Occasionally able to work remotely to ensure IT support for all shifts of the Public Safety Department.
- Occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl.
- Occasionally lift and/or move up to 50 pounds.
- While performing the duties of this job, the associate may be occasionally exposed to fumes or airborne particles and toxic or caustic chemicals.
- Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and the ability to adjust focus.
- May have to move mechanical parts, electrical currents, and workspace restrictions.

Limitations and Disclaimer:

The above position description is meant to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required for the position.

All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/ or abilities. To perform this position successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an "at-will" basis.

Acknowledgment of Receipt and Understanding

Employee (print name):	
Employee Signature:	**Date:**
Approved by City Manager	
Received by Human Resources:	

How to Apply: Submit a completed application and resume to:
City of Social Circle Human Resources
ATTN: Information Technology Manager Vacancy
P. O. Box 310
Social Circle, Georgia 30025
or Email completed applications to kgambino@socialcirclega.gov

Application forms and more information: Available online at www.socialcirclega.gov

End Date: August 29, 2024