

## City of Fort Worth, Texas Job Description

<b>Classification Title</b>	Senior IT Solutions Manager		
<b>Job Code:</b>	MG1581	<b>Job Family:</b>	Management
<b>Pay Grade</b>	713	<b>Date Reviewed:</b>	07/20/15
<b>FLSA Status</b>	Exempt	<b>Date Revised:</b>	

### GENERAL SUMMARY

Directs, coordinates and administers technology projects and contracts; provides departmental technology policies, procedures and strategies; formulates and defines system scope and objectives; solves complex problems considering computer equipment capacity and limitations, operating time and form of desired results; prepares detailed specifications from which programs will be written; and designs, codes, tests, debugs and documents those programs.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Directs, coordinates and administers technology projects and contracts.
3. Oversees and coordinates specialized computer systems. Coordinates network, midrange, mainframe and personal computer interfacing; plans the distribution and interaction of hard-ware and software components; and writes necessary programs, as assigned.
4. Recommends and assists in the implementation of goals and objectives; establishes schedules and methods for providing information systems and services; and provides and implements departmental technology policies, procedures and strategies.
5. Participates in the development of the department budget. Forecasts funds needed for staffing, equipment and materials; monitors and approves expenditures; and implements adjustments, as needed.
6. Analyzes information processing requirements and systems; translates requirements defined during systems analysis into logical, economical and practical system design alternatives; and participates in the maintenance and modification of current systems.

7. Designs program logic to comply with program specifications; develops customizations and/or modifications to PeopleSoft applications; and tests data and programs for accuracy.
8. Prepares technical reports and forms related to assigned information systems and services division; writes system documentation for staff and clients as necessary; and documents and maintains records of programs designed and/or modified.
9. Monitors and evaluates the quality, responsiveness, efficiency and effectiveness of assigned information systems programs, methods and procedures; and works with employees on the continuous improvement of information systems and services.
10. Handles network, mainframe, midrange and personal computer interfaces, including design and layout, to produce effective systems, as assigned; and prepares detailed specifications of hardware and software components.
11. Creates comprehensive implementation plans for modifications, including data migrations, manual steps and/or security configuration; and coordinates system testing, user acceptance testing and implementation for modifications.
12. Serves as a liaison between assigned information systems division, city personnel and departments and outside agencies; and assists city staff with various aspects of information systems.
13. Troubleshoots and determines systematic and operational problems. Translates functional requirements into technical design specifications.
14. Works with functional analysis and end users to design solutions; and refines business requirements for process improvements.
15. Performs other related duties as required.
16. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.
17. Pursuant to the City of Fort Worth's Code of Ordinances and Personnel Rules and Regulations, employees in this position cannot file an appeal of disciplinary actions taken against them.

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**

- Principles of computer technology, systems analysis and design.
- Principles and practices of supervision, training and evaluation.
- Internal structure of computer hardware and software.
- Methods and techniques of user relations and data gathering.
- Mainframe, midrange, personal, operating systems and information server operations.
- Multiple platform function.
- Programming languages, methods, and procedures.
- Proper programming languages utilized for application development.
- Principles and practices of program development and administration.

- Various software applications related to assigned division.
- Preparing clear and concise reports.
- Departmental and city rules, regulations and procedures relevant to information systems and services.
- Various information systems, hardware and software capabilities relevant to assigned information systems and services division.
- Recent developments, current literature and information related to information technology.
- Principles and practices of budget preparation and monitoring.
- City policies and procedures.
- **Skill in:**
  - Project management.
  - Organization and time management.
  - Team building.
  - Computers and applicable software.
  - Customer service.
  - Troubleshooting.
  - Problem solving.
  - Negotiation.
  - Critical thinking.
  - Systems analysis.
- **Ability to:**
  - Communicate clearly and effectively, both orally and in writing.
  - Design software applications.
  - Select, train, supervise and evaluate employees.
  - Operate assigned computer equipment.
  - Design and write accurate and efficient computer programs.
  - Analyze and solve moderate to highly complex computer problems and difficulties related to assigned division.
  - Research, analyze and evaluate new information technology methods and techniques.
  - Ability to interpret and explain City policies and procedures.
  - Create management reporting.
  - Research and problem solve.
  - Prepare clear and concise reports.
  - Review and analyze current business requirements, business process and customization.
  - Establish and maintain effective working relationships.

## **MINIMUM JOB REQUIREMENTS**

Bachelor's degree from an accredited college or university with major course work in Computer Science, Computer Science, Engineering, Management Information Systems, Computer Programming, Computer Technology or a related field and six years of experience in information systems design/administration, computer systems analysis or

computer programming, including three years of administrative and supervisory responsibility.

## **OTHER REQUIREMENTS**

Valid Texas Driver's License.

## **WORKING CONDITIONS**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

## **PHYSICAL DEMANDS**

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

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.