City of Fort Worth, Texas
Job Description

Classification Title	IT Solutions Manager		
Job Code:	MG1401	Job Family:	Management
Pay Grade	712	Date Reviewed:	06/17/15
FLSA Status	Exempt	Date Revised:	

GENERAL SUMMARY

Participates in the planning, management and administration of the activities and operations of a work unit that may include communications, security, computer operations and/or other related information technology services; coordinates assigned activities with divisions, departments and outside agencies; leads and coordinates analysis, design, testing, acquisition, installation, maintenance and preparation of information processing requirements and computer application systems; works with customers, business planners and senior management to transform business needs into technical requirements; and, provides highly responsible and complex administrative support for the other management team members.

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. Assumes management responsibility for assigned area such as communications, security, customer service, computer operations and/or other activities within the information technology service delivery process.

3. Continuously monitors and evaluates the quality, responsiveness, efficiency and effectiveness of assigned service delivery processes.

4. Manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned information technology projects and operational processes; recommends and administers policies and procedures; and, identifies business requirements, opportunities, cost and risk.

5. Manages development of applications to ensure compliance with standards and manages systems development life cycle.

6. Assesses departmental needs and recommends equipment and software to purchase; prepares bid specifications and evaluates vendor bids; recommends appropriate action to maintain current and up to date capabilities; monitors and

evaluates the efficiency and effectiveness of assigned information technology methods and procedures.

7. Manages third party application selection, implementation, integration, maintenance and upgrades; coordinates resources and timelines; and resolves complex technical challenges.

8. Diagnoses and solves network software security problems and organizes and monitors applications security allowing users to access hardware and software.

9. Prepares technical reports related to information systems and services; writes system documentation for staff and clients as necessary; and, documents and maintains records of programs designed and/or modified.

10. Serves as a liaison between assigned department, city personnel, other departments, and outside agencies; and assists city staff with various aspects of information systems.

11. Performs other related duties as required.

12. 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.

13. 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.
  - Communications, security and/or computer operations services of a comprehensive information technology organization.
  - Principles and practices of project development and management.
  - Methods and techniques of statistical data collection and analysis.
  - Principles and practices of operating and financial plan preparation and administration.
  - Principles and procedures of financial reporting.
  - Principles and procedures of management systems and reporting.
  - Principles and practices of supervision and training.
  - Internal structure of computer hardware and software.
  - Methods and techniques of user relations and data gathering.
  - Mainframe languages and operating systems.
  - Desktop computer software and operating systems.
  - Proper programming languages utilized for system development.
  - Various software applications related to assigned division.
  - Pertinent Federal, State and local laws, codes and regulations.
  - City personnel policies and procedures.
  - Preparing clear and concise reports.

- Departmental and city rules, regulations and procedures relevant to information systems and services.
  - IT best practices for software development and lifecycle.
  - City strategy and vision.
  - Current and emerging enterprise application solution trends, technologies and best practices.
  - City retention policies for documentation.
- **Skill in:**
  - Organization and time management.
  - Critical thinking.
  - Contract negotiation.
  - Coordinating resources.
  - Analysis.
- **Ability to:**
  - Communicate clearly and effectively, both orally and in writing.
  - Manage complex application development efforts.
  - Recruit, train, hire, develop and evaluate subordinates.
  - Convey highly technical information to management and stakeholders.
  - Perform root cause analysis.
  - Object oriented programming languages.
  - Design and write accurate and efficient computer programs.
  - Decipher and update existing programs.
  - Solve computer problems and difficulties related to client departments.
  - Assess proposed solutions for ability to integrate with existing systems.
  - Perform fit/gap analysis to identify limitations of third party application.
  - Find alternative solutions to issues and project consequences of proposed actions.
  - Interpret and explain City policies and procedures.
  - Prepare clear and concise reports.
  - 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, Management Information Systems, Business or a related information technology field and five years of increasing responsible experience in communications, security and/or computer operations, including two 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.