INFORMATION SYSTEMS MANAGER, FIRE/POLICE

Occupational Code: 1587
Salary Range: 35M
Status: Managerial/Confidential
FLSA: Exempt
Established: 7/88
Revised: 12/88  1/00  10/06  12/07  5/08

NATURE OF WORK:

This is advanced technical and specialized work in managing and coordinating all phases of effective and economical information systems related to office automation, business process automation, systems development, microcomputers, and microcomputer interfaces with the City’s mainframe computer and services as related to the respective Department.

Work involves responsibility for carrying out duties related to the management and coordination of all activities of the department, including the design, development, implementation, support and/or maintenance of microcomputer hardware and software. An employee in this classification interfaces with vendors and with the Information Technology Department on a regular basis in the design, development, implementation, and support of microcomputer and server based information systems. This individual aids in the coordination of the Department’s microcomputer and server hardware, and software acquisition, including adherence to City of Miami standards (i.e., Information Technology protocols), contractual agreements and interfacing with vendors. The employee functions in a hardware and software maintenance capacity. The employee serves in an advisory capacity involving the development and support of information systems for the Department, in accordance with departmental and citywide goals and objectives. An individual in this classification must act as a liaison between the Department and the Information Technology Department by coordinating meetings between departments and implementing citywide IT policies and procedures. A Service Level Agreement (SLA) between the Department and the Information Technology Department will guide these activities. In coordination with the Information Technology Department and city-wide policies and standards, the employee will be responsible for overseeing the design, development, configuration, implementation, support and/or maintenance of the hardware and software required for an extensive multi-user network that includes numerous remote locations and an emergency 911 center; as well as all other information technology and telecommunication system needs of the Department. Work assignments are received from the Director or designee. This job is not of a routine, clerical or ministerial nature and requires extensive independent judgment.
INFORMATION SYSTEMS MANAGER FIRE/POLICE (Cont.)

ESSENTIAL FUNCTIONS: (The examples of work listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment for the position. Examples of work performed are not to be used for allocation purposes.)

Manages and participates in department microcomputer and server based data processing activities. Plans and implements new information system procedures. Advises and counsels management concerning the application of computing techniques to department requirements.

Coordinates and participates in the design, development, implementation, and support of microcomputer and server based information systems. Supervises and participates in the integration of newly developed and existing information systems.

Formulates and implements long and short range goals and objectives of the Department in accordance with departmental and Citywide goals and objectives.

Coordinates and supervises the evaluation, recommendation, implementation and support of the Department’s microcomputer and server hardware and software.

Aids in the coordination of the Department microcomputer and server hardware and software acquisition, including adherence to City of Miami standards, contractual agreements, and interfacing with vendors.

Prioritizes and supervises the Department’s microcomputer-related projects.

Coordinates the Department’s microcomputer hardware and software training.

Manages and supervises departmental microcomputer hardware and software maintenance.

Manages and supervises the acquisition, implementation, security, and support of local area and Department’s wide area network infrastructure.

Aids in designing, planning, and implementing departmental microcomputer and server data processing network.

Designs, manages, and monitors departmental system and network security.

Manages the Department’s Computer Incident Response Team, which responds to security intrusions, virus outbreaks, and forensic criminal investigations.

Performs other related work as required.
INFORMATION SYSTEMS MANAGER FIRE/POLICE (Cont.)

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS: (The knowledge, abilities and skills identified in this class specification represent those needed to perform the duties of the class. Additional knowledge, abilities and skills may be applicable for individual positions in the employing departments.) Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Thorough knowledge of procedures, equipment and forms used in developing microcomputer-related business applications.

Thorough knowledge of Windows NT networking, NT server, MS BackOffice applications and network infrastructure design.

Considerable knowledge of the Department’s policies and procedures.

Considerable knowledge of data security trends and techniques.

Thorough knowledge of electronic data processing principles and practices.

Thorough knowledge of system analysis, data processing, and statistical applications.

Considerable knowledge of supervisory techniques.

Considerable knowledge of quality assurance procedures and techniques.

Ability to express ideas clearly and concisely, both orally and in writing.

Ability to plan, schedule, and coordinate the work of subordinate staff in a manner conducive to full performance and high morale.

Ability to establish effective working relationships with fellow employees.

DESIRABLE BASIC TRAINING AND EXPERIENCE:

Bachelor’s degree from an accredited college or university in Computer Science, Business or Public Administration, and thorough (4 – 7 years) data processing experience with considerable experience (2 – 4 years) in Windows NT networking, NT server, MS BackOffice applications and network infrastructure. Some experience in the formulation of strategic information management and security policies is required.

OR

Equivalent combination of training and experience beyond a Bachelor’s degree in an aforementioned or closely related field.
TOOLS AND EQUIPMENT:

May use mainframe computer, personnel computer, and other general office equipment.

WORK ENVIRONMENT:  (The work environment characteristics described here are representative of those 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.)

The noise level in the work environment is quiet to moderately loud. Sometimes work is stressful when working under stringent time constraints.