

## **INFORMATION SYSTEMS MANAGER**

The City of Willoughby is seeking an exceptional individual for the position of Information Systems Manager. The qualified candidate must possess a minimum of an Associate's Degree with major course work in computer technology and at least three years of experience in a related field. The successful candidate will be responsible to assist computer users with hardware and software operating problems, performing on-going system maintenance, performing computer support operations such as training users, evaluating hardware and software and monitoring system operations.

Interested candidates should send a resume along with a salary history to Human Resources Department, Willoughby City Hall, 1 Public Square, Willoughby, OH 44094 or via email to [HRjobs@willoughbyohio.com](mailto:HRjobs@willoughbyohio.com) by December 17, 2021.

If you wish to email your resume, please include the phrase IS Manager position in the subject line of the email.

**AN EQUAL OPPORTUNITY EMPLOYER**

See next page for Full Job Description

# POSITION DESCRIPTION

## CITY OF WILLOUGHBY

An Equal Opportunity Employer

**Position Title:** Information Systems Manager

**Department:** Finance

**Date:** 12/03/2021

**Pay Class:**

**Exempt / Non-exempt:** Exempt

**Exempt Category:** Professional

**General Purpose for Job:** To provide technical computer hardware and software support to City departments and operations including installation, integration, and maintenance of hardware and software and conduct system updates.

**Reporting Structure** Information Systems Manager

**Department Director or Administrator:** Finance Director

**Supervises:** Information System Technician

**DUTIES** *(The duties listed below are illustrative of the work performed by this classification. All duties are essential functions of the job unless otherwise noted with an asterisk. The percentage of time allocated to each group of duties is approximate.)*

### User Support

**% Time:**

40%

- Confer with users to determine appropriate hardware and software for work needs
- Install and maintain work station computer hardware and software including print servers, printers and copiers
- Answer users' inquiries regarding computer software<sup>1</sup> and hardware operation to resolve problems
- Read technical manuals, confer with users, and conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support
- Maintain record of installation and user problems as well as remedial action taken
- Refer major hardware or software problems or defective products to vendors or technicians for service
- Set up new user work stations with appropriate hardware and software, including email, phones and security access

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<sup>1</sup> Examples include installation and integration. The Data Systems Coordinator is responsible for providing a high-level of technical expertise to the City's administrative offices. The Data Systems Coordinator is not responsible for assisting users with learning or using software in the normal course of business.

## DUTIES Cont'd

## Information Systems Manager

### Network Maintenance - Under the general guidance of the Finance Director 30%

- Monitor performance of network switches and routers
  - Identify and report any performance issues
  - Recommend installation of flash updates and update where appropriate
  - Recommend replacement of hardware and replace as necessary
- Monitor network servers
  - Monitor file server operation for equipment failure or errors in performance; report any problems to the affected users with recommended course of action
  - Report any error messages to Finance Director with recommended course of action
  - Recommend update and replacement of hardware and software, replace as approved
- Back-up network
  - Oversee and review daily back-ups in a cloud based system
  - Monitor the system for equipment failure or errors in performance, report any conditions with recommended course of action
  - Recommend updates and configuration of software as needed

### Firewall Maintenance 10%

- Confer with users to discuss computer data access needs
- Monitor current reports of computer viruses to determine when to update virus protection systems
- Recommend software updates, install as directed by the Finance Director
- Erect firewalls to conceal confidential information. Maintain and adapt blocked sites and ports
- Modify computer security files to incorporate new software, correct errors or change individual access status
- Troubleshoot undeliverable mail
- Maintain and keep current record of firewall setup

### Telecommunications 10%

- Provide first line support for all telecommunications issues, relating to phone systems and audio/visual systems for virtual and/in person purposes
- Advise Finance Director of all hardware and software issues related to phone system, along with recommended course of action
- Maintain record of installation and user problems as well as remedial action taken
- Review current contracts/agreements and advise on any changes ahead of renewals

### Department Management Support 10%

- Research and suggest new or improved work methods, software and hardware
- Work cooperatively with employees of other City departments
- Attend and actively participate in department and other meetings as directed by the Finance Director
- Provide input as requested for the department budget and long-range planning
- Establish and maintain policies and operating procedures as approved by the Finance Director and Mayor
- Track maintenance contracts and warranties and hardware and software upgrades
- Maintain and track inventory of hardware and software
- Provide assistance with audio/visual equipment used in City presentations
- Gather and compile data as requested by supervisor

**MINIMUM EDUCATION AND EXPERIENCE**

*(Required to qualify for position)*

**Education:** Associate's degree in Information Systems, Computer Programming, etc. Certification as a Network Administrator (CNA) is desirable.

**Experience:** Three to five years work experience providing help desk support services and coordinating a computer network. Prefer experience in a Microsoft Office environment.

*A different combination of education and experience may be acceptable if deemed equivalent.*

**KNOWLEDGE, SKILLS AND ABILITIES**

*(Required for satisfactory performance. \*Denotes those which may be acquired within a reasonable amount of time after hire)*

**Knowledge of:**

- Personal computers, related peripheral equipment (e.g., printers) and computer network hardware including network file servers, switches and routers
- Personal computer software used in business and office environments and computer network software
- Firewall software
- Database software
- Techniques and methods for installing and maintaining computer hardware and software
- Department, division and City policies and operating procedures\*

**Skill and Ability to:**

- Install computer equipment, wiring or software to meet specifications
- Conduct tests and inspections of hardware and software to evaluate quality or performance
- Adapt equipment and technology to serve user needs
- Determine causes of operating errors and take remedial action
- Define problems, collect data, establish facts and recommend appropriate response or action
- Develop and maintain effective working relationships with supervisor, co-workers and customers
- Communicate effectively with others both verbally and in writing
- Attend to multiple tasks simultaneously
- Work within budgetary, procedural and/or policy guidelines and constraints
- Prepare accurate and concise reports
- Maintain confidentiality

**License or Certification Required:** CNA is desirable.

**Physical Demands:** Frequent walking and climbing stairs. Somewhat frequent standing, working in awkward or confined positions, lifting light to heavy weight (2-20+ pounds), pushing light to heavy weight (2-20+ pounds). Occasional bending and stooping.

**Scheduling Demands and Constraints:** Must be able to work additional hours (beyond 40 in one week) or report to duty outside of regularly scheduled hours in the event of an emergency or as otherwise necessitated by the work.