Position Title: Computer Resources Manager  
Pay Grade: MGT.C.  

Department: As Assigned  
Bargaining Unit: MGT  

Employment Status: Full-time  
FLSA Status: Exempt  

Revised Dates: 2/17  
W/C Code: 8810  

Established Date: 10/98  
EEO Category: Officials and Administrators  

Supervisory Work: Supervises  
EEO Code/Name: 0106 Computer Manager  

Job Overview Summary:  
This is specialized professional, technical, and supervisory work in planning and coordinating the procurement, implementation, operation and maintenance of informational systems and related equipment by providing administrative oversight and direction in the daily operations of an assigned department. Work includes participating in the analysis, coordination and input of software applications, and the development and presentation of recommendations for systems changes or modifications to increase efficiency and/or cost effectiveness of systems operations. Employees in this position are expected to be able to perform any and all work tasks and comply with any work schedules or attendance or duty requirements, which may be established by City or department rules. Work is performed with considerable independence under the general supervision of an administrative supervisor and is reviewed by observation, conversation, evaluation of reports and recommendations and analysis of results achieved.

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on assigned area of responsibility, incumbents in the position may perform some or all of the activities described below.

Duties:  
- Oversees the data design, research, and procurement of new or existing data and information systems, including related equipment, peripherals, and software programs  
- Participates in the development of specifications and criteria for acquisition of vendor supplied software, hardware, and productivity aids.  
- Develops and maintains programs and reports regarding specifications, maintenance histories, performance, and costs of operation.  
- Coordinates data, office and network modifications with appropriate City staff, technicians, and vendors  
- Participates in establishing work standards, policies and procedures for the use, security, and operation of the computer systems; plans and prepares for events to ensure business continuity and restoration if/when required.  
- Confers with and advises subordinates on procedures; makes decisions regarding work methods and approaches in order to produce desired products most efficiently.  
- Participates in the installation, testing and documentation of technical operating requirements for computer system operation, control and maintenance.  
- Performs budget preparation and computer hardware and software purchases, including maintenance and support contracts.  
- Assists in evaluating vendor proposals for adequacy and compliance to specifications.  
- Coordinates with DOTS, vendors, technicians, and other agencies the installation and expansion, operation, and maintenance of department information systems including data, telecommunications and related systems.  
- Maintains effective communications with local, state, and federal agencies and other organizations to ensure the proper operation and compliance of computer hardware and software systems.
- Reviews equipment logs for accuracy and equipment efficiency; coordinates preventive maintenance schedules.
- Participates with administrative supervisors in the selection, placement, promotion, training, safety, appraisal and discipline of assigned personnel.
- Prepares and executes work performance and safety standards and division policies and procedures.
- Performs related work as assigned.

Minimum Qualifications:
Graduation from an accredited four-year college or university with major course work in computer science or a related field.

Progressively responsible experience in systems analysis, design and programming, project leadership, and supervision, with emphasis on project management and management skills.

Knowledge and Skills:
- Considerable knowledge of the operating characteristics, capabilities and limitations of telecommunications equipment, computers and auxiliary equipment as they apply to an office environment.
- Considerable knowledge in budget preparation and planning.
- Knowledge of systems design, research, computer programming and systems implementation.
- Ability to plan, organize and supervise professional, technical and clerical employees and provide effective administrative and professional leadership and direction for computer projects and activities.
- Ability to quickly analyze problems and make appropriate recommendations and decisions in the event of system failures.
- Ability to communicate clearly and concisely, orally and in writing.
- Ability to maintain effective working relationships with employees, other departments and agencies, vendors, and the public as necessitated by the work.

Required Responsibilities:
Successful demonstration of cultural competence, work standards, quality work product, productivity, and job knowledge are standard expectations for all city staff and employees.

Core Competencies:
- Adaptability/flexibility
- Business Acumen
- Conflict Management
- Decision-Making
- Effective Communication
- Employee Trust
- Staff Development

Necessary Special Requirements:
If assigned duties require the use of a personal motor vehicle, an automobile insurance policy that meets the minimum requirements of liability established by the State of Florida for property damage and personal injury coverage must be maintained.

Public Contact:
Contacts are an essential component of this position and are for the purpose of obtaining and furnishing information, providing interpretations, responding to complaints as assigned, and similar purposes. Work may involve considerable public contact and usually requires the incumbent to interact with the public, various City departments, and governmental agencies, as needed. Work requires an employee of this class to present oneself in a courteous, tactful, and effective manner.