

## Information Systems Manager

**Department:** Clerk/Treasurer

**Title:** Information Systems Manager

**Job Summary:** Manage, support, assist, and resolve issues and problems for individuals, agencies, and clients dealing with the mainframe, networks, telecommunications, and other services provided by the IS Department. Monitor and assess work load and quality of service to clients and employees; assess high visibility problems for determination of causes, identification and scope of impact and proper dispatch for resolution and notification; attend meetings which could impact or improve the delivery of services to clients; performs other duties as assigned.

### **Specific Duties and Responsibilities:**

- Monitor and evaluate operations, programs, processes and /or practices for quality and effectiveness; makes recommendations for improvement.
- Provides technical assistance on agency issues, services, program(s), and/or computer hardware and software, etc.
- Acts as a resource to team members, participates in team and professional meetings and gives input as to needs of clients.

### **Required Skills and Experience:**

- Windows Server 2003
- Microsoft Exchange 2003
- Cisco Voice over IP
- Active Directory
- Group Policy
- Windows XP
- Microsoft Office
- Cisco Networking
- Blackberry Enterprise Server

Other job related education and/or experience may be substituted for all or part of these basic requirements.

**Supervisor:** Tammy Gowen, City Clerk

**Working Conditions:** Full time position with hours from 8:00 a.m. to 4:30 p.m. Monday through Friday, wherever assigned. May be required to work weekends and non-standard hours as dictated by department requirements.