

**CITY OF ANAHEIM  
CLASS SPECIFICATION**

**TITLE CODE: O54**

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**CLASSIFICATION:**     **Assistant Information Systems Manager**

**DEPARTMENT:**       **Finance**

**CLASS DEFINITION:** To assist in the management and coordination of programs and operations of the Information Systems Division within the Finance Department through the administration of contract agreements with the outside consultant providing information system services to the City; to coordinate other vendors providing systems, products and services; to coordinate assigned activities with other City departments and divisions; and provide administrative support to the Information Systems Manager.

**SUPERVISION RECEIVED AND EXERCISED:**

Receives direction from the Information Systems Manager.

Exercises technical supervision over consultants and vendors.

**EXAMPLES OF ESSENTIAL JOB FUNCTIONS:**

*The following functions are typical for this classification. Incumbents may not perform all of the listed functions and/or may be required to perform additional or different functions from those set forth below to address business needs and changing business practices.*

Assist in the management responsibility of Information Systems Division services and activities through the administration of contract agreements.

Participate in ensuring effective delivery of information services to user departments through continuous interaction with the City's information services provider; continuously monitor contractor management staff to ensure effective leadership to the City.

Participate in the development and implementation of goals, objectives, policies and priorities for the City's information services; review and approve stipulated service levels; ensure maintenance of systems applications including adherence to contractual provisions relating to baseline service levels.

Assist in continuously monitoring and evaluating the efficiency and effectiveness of service delivery methods and procedures; assess and monitor administrative and support systems; identify opportunities for improvement; implement recommendations; act as liaison between contractor and user departments on information services matters.

Assist in reviewing and evaluating recommended application software packages and alternatives to in-house development as submitted by the contractor; participate in the evaluation and selection of hardware and operating systems software; research and evaluate technical products in the marketplace to facilitate hardware and software enhancements.

Assist in preparing and monitoring requests for proposals for contract services; evaluate responses, conduct cost benefit analysis and prepare staff reports for City Council with recommendations; prepare contracts and monitor adherence to project schedules and agreements; coordinate disputes with software vendors with the City Attorney's Office.

Participate in planning, coordinating and reviewing work plans for assigned programs, meet with staff to identify and resolve problems, assign work activities, projects and programs.

Actively participate in meetings with all user departments and the City's information systems contractor regarding the City's long and short-term plans; maintain an open line of communication with users; use a proactive approach to problem solving; negotiate effective resolution to problems and provide alternatives to meet information systems needs.

Assist in monitoring division services and activities including user requests, daily system performance statistics, security and hardware and software purchased; provide technical advice to users.

Actively participate in long- and short-term planning; assist in forecasting and budgeting City-wide information systems needs; work closely with the Information Systems Manager, information systems contractor and department representatives to develop long-range computer upgrade plans; review production performance statistics to establish capacity and performance trends; develop and implement long-range plans for purchase and installation of computer and communications systems.

Assist in managing and participating in the development and administration of the Information Systems Division budget; assist in forecasting additional funds needed for staffing, equipment, materials and supplies; assist with setting billing rates for development and maintenance; monitor and approve expenditures; prepare and implement budgetary adjustments as necessary.

Perform related duties as required.

#### **JOB RELATED QUALIFICATIONS:**

Experience and Education: Four years of increasingly responsible information technology management and contract administration experience including one year of administrative and supervisory responsibility supplemented by a Bachelor's degree from an accredited college or university with major course work in computer science, business information systems, or a related field. An equivalent combination of experience and education sufficient to perform the essential job functions and provide the required knowledge and abilities is qualifying.

Knowledge of: Operational characteristics, services, and activities of a comprehensive information systems program; principles and practices of systems analysis and design; principles and practices of program development and administration; principles and techniques of programming; principles of database management; information systems including hardware and software capabilities and applications; programming languages and available software packages; current information systems technology; principles and practices of municipal budget preparation and administration; principles of supervision, training, and performance evaluation; pertinent federal, state, and local laws, codes, and regulations.

Ability to: Oversee and participate in the management of a comprehensive information systems program; oversee, direct, and coordinate the work of lower level staff; select, supervise, train, and evaluate staff; participate in the development and administration of division goals, objectives, and procedures; prepare and administer large program budgets; prepare clear and concise administrative and financial reports; evaluate and prioritize hardware and software requests and needs; prepare work plans and time estimates for projects and proposed systems; develop and administer contracts; analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals; research, analyze, and evaluate new service delivery methods and techniques; interpret and apply federal, state, and local policies, laws, and regulations; communicate clearly and concisely, both orally and in writing; and establish and maintain effective working relationships with those contacted in the course of work.

License/Certification Required: Possession of an appropriate, valid driver's license.

**WORKING CONDITIONS:**

Environmental Conditions: Work is performed primarily in a standard office setting with some travel to different sites; incumbents may be required to work extended hours including evenings and weekends.

Physical Conditions: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**OTHER:**

FLSA Designation: Administrative Exempt

Unit Designation: Middle Management

**CAREER LADDER INFORMATION:** Experience gained in this classification may serve to meet minimum qualifications for Information Systems Manager.

Note: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

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Created 8/2005 – P. Saldivar  
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