DENVER
THE MILE HIGH CITY

Office of Human Resources
IT Manager - CI2787

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General Statement of Duties

Supervises information technology professionals responsible for developing and maintaining technology infrastructure or services while managing the daily activities of an information technology work group. Provides technical expertise and leadership in the development, implementation, and evaluation of technology solutions.

Distinguishing Characteristics

There are five classifications in the IT management series: IT Manager, IT Manager Senior, IT Director, IT Director Senior, and IT Executive. The IT Manager is distinguished from the IT Manager Senior which manages an information technology (IT) operation that includes implementing work plans based on annual goals and the strategic plan; resolves citizen, operational, and management issues; and achieves goals while ensuring resources are utilized appropriately.

The IT Manager is distinguished from the IT Director, which directs one or more information technology (IT) operations that include developing annual and multi-year work plans and strategies, ensures resources are available to achieve work plans, resolves complex business issues, and establishes management practices and processes that ensure the accomplishment of performance standards. The IT Director is a mid-level management classification.

The IT Manager is distinguished from the IT Director Senior which directs an information technology (IT) operations division that has two or more distinguishably different functional areas that include developing annual and multi-year work plans and strategies, ensures resources are available to achieve work plans, resolves complex business issues, and establishes management practices and processes that ensure the accomplishment of performance standards, annual goals and strategic initiatives.

Finally, the IT Manager is distinguished from the IT Executive, which directs multiple information technology (IT) operations within a division or department that include establishing a multi-year vision and strategic plan, optimizing resource allocations, and ensuring the organization accomplishes annual goals and strategic initiatives. The IT Executive is the highest level of management within IT.

Essential Duties

Reviews, develops, or modifies work plans, methods, and procedures. Determines work priorities and develops work schedules to provide adequate staff coverage. Assigns and distributes work and reviews work for accuracy and completeness and returning assignments with recommendations for proper completion.

Responds to customer service escalations and complaints and assists subordinate staff with difficult or unusual assignments. Resolves problems and mediates conflicts encountered during daily operations. Promotes teamwork and encourages regular communication. Informs staff of relevant business issues and their impact on the organization.

Provides recommendations to higher level management on the development of goals, objectives, and priorities for the operation. Recommends and establishes objectives for the work group and special projects to achieve these overall goals, objectives, and priorities.

Provides technical expertise to clients and IT staff by identifying technology solutions to meet business needs and by leading the design, development, and/or maintenance of supported technologies.

Represents the work group in meetings with vendors and clients to implement technology solutions and to resolve escalated issues. Cultivates, fosters, and maintains positive working relationships user and peer groups to gain their cooperation and support technology projects.

Implements and maintains standards and procedures for the work group. Monitors and evaluates daily operations to ensure standards and procedures are being followed. Recommends and implements process improvements for the work group.

Provides input into the development of performance metrics for work group; implements, monitors, and analyzes performance metrics, sharing results with higher level management.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Deciding and Initiating Action - Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Influencing - Collaborates with, persuades and influences others.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

None

Level of Supervision Exercised

Supervises two or more information technology professionals.

Education Requirement

Bachelor's Degree in Computer Science, Mathematics, Business, or a related field.

Experience Requirement

Three (3) years of professional level information technology work.

Education & Experience Equivalency

Two (2) years of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Handles absentee replacement on short notice.
Occasional pressure due to multiple calls and inquiries.
Pressure due to multiple calls and inquiries.
Subject to long, irregular hours.
Subject to many interruptions.
Subject to pressure for multiple calls, inquiries, and interruptions.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Agility: Ability to move quickly and easily.
Balancing: Maintaining equilibrium.
Carrying: Transporting or moving an object.
Color vision: Ability to distinguish and identify different colors.
Crawling: Moving about in a low or crouched position.
Crouching: Positioning body downward and forward.
Depth Perception: Ability to judge distances and space relationships.
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.
Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.
Field of Vision: Ability to sharply detect or perceive objects peripherally.
Fine Dexterity: Sufficient coordination to operate a vehicle and manipulate objects.
Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing/Talking: Perceiving and comprehending the nature and direction of sounds/ability to communicate ideas.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Kneeling: Assuming a lowered position.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.
Neck Flexion: Perceiving objects located above or below.
Oral Comprehension: Ability to discern the meaning of oral speech.
Pulling: Exerting force upon an object so that it is moving to the person.
Pushing: Exerting force upon on object so that it moves away from the person.
Reaching: Extending the hands and arms or other device in any direction.
Repetitive motions: Making frequent or continuous movements.
Sitting: Remaining in a stationary position.
Standing: Remaining in a stationary position.
Stooping: Positioning oneself low to the ground.
Talking: Communicating ideas or exchanging information.
Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.
Vision: Ability to perceive animal behavior, comprehend signs, and detect color.
Walking: Ability to move or traverse from one location to another.
Written Comprehension: Ability to discern the meaning of written words.

Background Check Requirement

Criminal Check
Education Check
Employment Verification
By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: I-817
FLSA Code: Y
Established Date: 9/21/2018
Established By: LS
Revised Date:
Revised By:
Class History: