

INFORMATION TECHNOLOGY MANAGER



Department:	Information Technology	Reports To:	
Division:		Location:	Administration Building
FLSA Status:	Exempt	Classification:	Full-Time/Civil Service
Approved By:	Civil Service Board	Date of Approval:	June 2004
Pay Grade Level:	9		

JOB SUMMARY

Plans, directs, and coordinates activities of web projects to ensure that project goals are accomplished within the prescribed time frame and funding parameters by performing the following duties personally or through subordinates.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential duties and responsibilities include the following:

- Develops traditional and computer-assisted instructional tools to help employees develop electronic and Internet research skills
- Develops and supervises production of both print and electronic instructional support materials
- Coordinates staff training in use of organization's integrated online system, Web resources, CD-ROMs, and other local and remote information services
- Coordinates instructional services with multimedia, computing, and telecommunications providers
- Provides outreach services for instruction in information services
- Investigates technologies that will improve services
- Develops project plans specifying goals, strategy, staffing, scheduling, identification of risks, contingency plans, and allocation of available resources
- Coordinates recruitment or assignment of project personnel including assignment of duties, responsibilities, and scope of authority
- Directs and coordinates activities of project personnel to ensure project progresses on schedule and within budget

- Prepares project status reports and keeps management, employees, and others informed of project status and related issues
- Confers with project personnel to provide technical advice and resolve problems
- Plans and develops policies and procedures for carrying out computer operations
- Meets with subordinates to discuss progress of work, resolve problems, and ensure that standards for quality and quantity of work are met
- Reviews daily logs and reports to detect recurring slowdowns or errors
- Consults with software and hardware vendors and other establishment workers to solve problems impeding computer processing
- Meets with users to determine quality of service and identify needs
- Meets with data processing managers to determine impact of proposed changes in hardware or software on computer operations and service to users
- Evaluates new software and hardware to determine usefulness and compatibility with existing software and hardware
- Evaluates proposed data processing projects to assess adequacy of existing hardware, and recommends purchase of equipment
- Assists in preparation of budget projections and financial reports
- All parish government employees in a declared emergency shall be considered essential personnel

Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

Carries out supervisory responsibilities in accordance with Lafourche Parish Government policies and procedures and applicable laws of the State of Louisiana; Supervisory responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing and resolving problems.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Design - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Works well in group problem solving situations.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Pursues training and development opportunities; Shares expertise with others.

Oral Communication - Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Presents numerical data effectively; Able to read and interpret written information.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Improves processes, products and services.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Jobholders must be legally able to work in the United States.

Education and/or Experience. Bachelor's degree from four-year college or university; or three (3) to five (5) years related experience and/or training; or equivalent combination of education and experience.

Language Skills. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, employees, customers, and the general public.

Mathematical Skills. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Certificates, Licenses, Registrations. Must possess a valid Driver's License and must obtain a valid Louisiana Driver's License within 30 days of employment.

OTHER SKILLS AND ABILITIES

- Must have good knowledge of the methods, practices, and procedures in proper personnel administration; must possess basic abilities in the operation of personal computers, typewriters, calculators, copy machines, and fax machines; basic knowledge of computer word processing software; business English, spelling, punctuation, and basic methods and techniques in record keeping and filing systems.
- Ability to plan, evaluate, and prioritize work assignments to ensure accurate and timely implementation and completion.
- Ability to deal courteously and effectively with the public, governmental officials, and other employees of the Lafourche Parish Government.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; walk and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually quiet to moderately noisy.