



Position Description

Technology Services Manager

Department:	Finance
Reports to:	Finance Director
FLSA Overtime Status:	Non-Exempt
Grade:	8

Revision Date: November 1, 2021

Council Approval Date:

OBJECTIVE

The Technology Services Manager manages the City's technology services, including the operation and maintenance activities of the information systems. This position is responsible for the planning and management of the City's computer networks, security, and telephone systems to meet the technology objectives of the City.

ESSENTIAL FUNCTIONS

This job description indicates the normal type and level of work expected of the incumbent. Incumbent may be asked to perform other duties as apparent or assigned.

1. Administers, upgrades and builds network using Windows Server Operating Systems and Windows Desktop Operating Systems. Manages VMware vSphere Server Environment and Windows Active Directory. Administers network, server, email and telephone (VOIP and Cellular) systems, and assumes responsibility for operation and maintenance of the City's website.
2. Plans, implements, and supports the network and computing infrastructure, including backups, security management, user account management, internet access, email systems and server, office systems, application support, VPN access and VLAN infrastructure.
3. Manages purchasing and maintenance of server, data storage, and computer hardware, software, printers, fax equipment and copiers. Researches, recommends and/or determines appropriate hardware and software, and coordinates the purchases, in accordance with City policy and state statutes.
4. Collaboratively determines new or updated systems software needs; locates, evaluates, and implements software applications.
5. Serves as the Local Agency Security Officer (LASO) for the Police Department and is the CSA ISO. Responsible for identifying who is using CSA approved hardware, software, and firmware and ensuring no unauthorized individuals or processes have access to the same. Further ensures the physical security of all MNJIS terminals and equipment in the authorized agency's environment that accesses the CJDN or contains CJI. Coordinates with the TAC to ensure that personnel security screening procedures are being followed. Identify and document how equipment is connected to the state system. Keep the state ISO informed of security incidents.
6. Acts as the Security Camera System Administrator for all City security cameras.

7. Administrator for the Microsoft Exchange email system including the archive system, data discovery, email retention, litigation holds and email security.
8. Trains staff in the use of software systems; ensuring system integrity and security.
9. Administrator for Zoom; ensures that meetings are posted, including appropriate redaction of discussions as needed.
10. Administrator for the Door Control system at the Public Safety building.
11. Collaboratively conducts technology needs analysis to determine priorities and goals for the City. Conducts related research, develops and recommends solutions, and develops project plans to ensure that the City's technology systems are up to date and meet department needs and objectives.
12. Collaboratively develops, recommends, and implements City policies and procedures for internet and email use, network access, security and use of new technology; provides training as necessary.
13. Allocates fiscal resources to ensure City goals are achieved in a cost-effective manner. Analyzes expenditures, expected needs, future cost projections, and sources of funding in order to develop detailed budgets, reviews year-to-date spending reports and monitors performance against the plan during the entire budget cycle; works to ensure the most cost-effective alternatives are identified when planning expenditures; prepares and presents requests for annual funding to the Finance Director.
14. Collaborate with Princeton Public Utilities in identifying opportunities to cost share in the purchase and implementation of technology useful by both organizations.
15. Maintains electronic records retention schedule; ensures all data and systems is backed up securely; ensures for off-site storage of backups and back up servers.
16. Coordinates licensing and updates of GIS software; develops and maintains schedules for periodic updates of GIS information by outside vendors; coordinates data requests by outside vendors.
17. Verifies the need for development of service contracts, assists in the development of requests for contracts/bid specifications, and oversees vendor/contractor performance.
18. Performs other job-related duties as assigned.

MINIMUM QUALIFICATIONS

Bachelor's Degree in a computer science field and five or more years of related work experience; or an equivalent combination of education and experience. A valid driver's license is required. Must successfully complete a criminal history background check.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of Windows server system; data backup techniques; personal computer network operations; budgeting and financial concepts; CJIS Security Policy, laws, rules, regulations, and policies affecting City information systems; SCADA system; Windows Active Directory; VMWare Management; Microsoft Exchange Server; personal computers, Windows and Linux Operating Systems; Microsoft Application Suites; antivirus protection; networking technology, including LAN/WAN Management; video and voice systems; and understanding of state programs and connectivity.

Skill in organizing, directing, and managing the activities of vendors and contractors; file access techniques; documentation of procedures; and computer systems and their capabilities.

Ability to develop and maintain effective working relationships with department heads, co-workers, vendors, and members of the public; operate all other job-related equipment; communicate effectively, both verbally and in writing; translate complex technical information into understandable messages; understand and carry out oral and written instructions; analyze problems and prioritize the implementation of solutions; train and assist others in computer operations as appropriate; plan for future technology changes; respond to the City's technology needs appropriately; work independently, exercise good judgment, and meet deadlines; perform multiple on-going tasks accurately and efficiently; development and implement effective policies and procedures; accurately create and maintain records.

EQUIPMENT

Computers (Desktop and Laptop), servers, phones, and cameras.

WORKING CONDITIONS

Work is performed in an office setting; travel is required between various city sites. Subject to frequent interruptions and to sitting for long periods of time. Work requires considerable attention to detail. There may be intermittent exposure to pollen, dander, dust, electrical hazards, and working in confined spaces.

PHYSICAL REQUIREMENTS

Climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing, repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work, and the worker sits most of the time, the job is rated for Light Work.

Occasionally required to exert up to 50 pounds of force to move objects.

ADA CONSIDERATIONS

The City is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities, and encourages both prospective and current employees to discuss potential accommodations with the employer.