



Housing Authority
of the
County of Tulare

CLASSIFICATION: INFORMATION TECHNOLOGY MANAGER

RESPONSIBLE TO: EXECUTIVE DIRECTOR

DEFINITION: Under direction, manages the Authority's information systems, including personal computers, network and agency-wide integrated software; coordinates training and technical assistance to users of the computer systems.

EXAMPLES OF DUTIES: Exercises direct supervision over technical staff; recommends equipment needs and procurement; determines the need, and arranges for, computer and peripheral equipment repairs by outside vendors. Serves as principal operator of the computer systems; meets and communicates with other departments to determine information-system needs. Prepares and revises the training and support to users involved in the operation of each software application; gives direct technical assistance in the development and maintenance of all operational procedures pertaining to the computer system; develops workflow systems, documents control methods; documents methods and procedures to accumulate data and statistics and designs reports to meet users' needs. Supervises the installation, troubleshooting, upgrade and repair of all computer hardware and software; troubleshoots information systems and implements repairs; tests and debugs new and existing software; assists with the maintenance of the agency-wide software and network server, including back-up. Participates in the assessment of information-systems needs; participates in determining cost-effective approaches to utilizing automated-management-information systems to support agency operations. Prepares and performs electronic submissions to various government agencies; creates new applications and procedures to improve efficiency; gathers data and prepares reports; provides ongoing support to all users relating to all applications and operational procedures; performs related duties and responsibilities, as required. Oversees system administration and operation functions, as needed, to develop new systems and networks; remains current on developments in computer programming, equipment, applications, networks and techniques; oversees the agency's telecommunications program and administrative office telephone system; and other work as required.

EDUCATION/EXPERIENCE: Graduation from an accredited college or university with a degree in computer science, management-information systems or related field, and five years of increasingly responsible experience in automated-management-information systems. Any combination of education, training and experience that would demonstrate possession of requisite knowledge and abilities may be substituted for the college education.

KNOWLEDGE OF: Principles and procedures of information systems analysis, design and security; operation of personal computers and local area networks; database management, record storage and handling techniques; pertinent local, state and federal codes, laws and regulations.

**Housing Authority of the County of Tulare
Information Technology Manager (Continued)**

SKILLS TO: Operate and direct others in operations of the computer and related equipment and software; read and comprehend technical computer manuals; analyze complex management functions and related information requirements; evaluate, develop, design and install programs to fill user needs; give and follow verbal and written instructions; adjust to changes in work load and assignments; work under pressure of meeting deadlines; establish priorities; schedule work to maintain a good work flow.

DESIRABLE QUALIFICATIONS: Knowledge of the computer system and software that will be utilized in the position; program and system analysis including concept, development and implementation.

PHYSICAL CHARACTERISTICS: Manual dexterity of the hands/wrists in order to operate a computer keyboard for extended periods of time; good eyesight to read/write and visually use a computer screen for extended periods of time; strength and flexibility in order to bend, reach, stoop and lift; hearing, speech and verbal skills in order to communicate with the public and co-workers; ability to operate a motor vehicle. Must have ability to cope with stressful circumstances and to cordially interact with coworkers to accomplish common tasks. Regular attendance required.

LICENSES/CERTIFICATES: A valid California driver's license.