



Housing Authority  
of the  
County of Tulare

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**CLASSIFICATION:** INFORMATION TECHNOLOGY MANAGER

**RESPONSIBLE TO:** EXECUTIVE DIRECTOR

**DEFINITION:** To manage the Authority's information systems including personal computers, network and agency-wide integrated software; to coordinate 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 for 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 work flow 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; utilizes GIS software to prepare maps reflecting demographic data pertaining to the agency; 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.

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

**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 Federal, State and local codes, laws and regulations.

**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.