

Housing Authority of the County of Tulare

Job Description

Job title: INFORMATION TECHNOLOGY MANAGER

Work Location: One or more of the agency office locations located in Tulare County

Department: IT

Reports to: EXECUTIVE DIRECTOR

☒ **Full-time**
☐ **Part-time**

☒ **Exempt**
☐ **Nonexempt**

DEFINITION:

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

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- 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-system's 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.

MARGINAL FUNCTIONS: Performs related work as required or delegated.

EDUCATION AND/OR WORK EXPERIENCE REQUIREMENTS:

- High School education or GED equivalent.
- 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.

SKILLS TO:

- A high level of knowledge of computer systems and software programs, including MS Office.
- Program and system analysis including concept, development and implementation.
- 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 and 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 co-workers to accomplish common tasks.
- Regular attendance required.

LICENSES/CERTIFICATES:

A valid California driver's license and acceptable DMV record.

Adopted: 2/2024