



**TALENT CITY COUNCIL
STUDY SESSION AGENDA**

- HELD VIA ZOOM-

June 13th, 2023 - 7:00 PM

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The City Council reserves the right to add or delete items as needed, change the order of the agenda, and discuss any other business deemed necessary at the time of the study session and/or meeting.

- 1. Call to Order / Roll Call**
- 2. Proposals for Addressing Staff Capacity Challenges and City Manager Burnout**
- 3. Newest Job Descriptions: Community Engagement Director and IT Director**
- 4. Adjournment**



City Council Agenda Report

Meeting Date: June 13, 2023
Department: Administration
Staff Recommendation: -

Staff Contact: Jordan Rooklyn
E-Mail: jrooklyn@cityoftalent.org
Estimated Time: 45 mins.

ISSUE BEFORE THE COUNCIL

Proposals for Addressing Staff Capacity Challenges and City Manager Burnout

BACKGROUND

City Council and city staff have accomplished an incredible amount these last two years, but it has come with a heavy workload. In particular, the City Manager recognizes she is facing burnout; her health and personal life have been adversely impacted and that the quality of her work has decreased in recent months.

The Talent City Council and Mayor have expressed concern regarding the City Manager's potential for burnout and have requested proposals to help alleviate workload capacity.

This agenda item is to introduce various proposals that can help reduce the workload on the City Manager and city staff, increasing the capacity for a sustainable work-life balance with continued positive outcomes for the city and community. An accompanying chart summarizes the proposals and outlines various considerations for discussion.

PROPOSALS

Approach 1: Remove Talent Urban Renewal Agency from staff workload.

Currently, Talent Urban Renewal Agency duties occupy approximately 8 hours per week of staff time. This includes accounting, preparing for/hosting/following-up on Board meetings, implementing agency projects, and coordinating stakeholders.

Option 1, below, would reduce City staff time to 1 hour per week.

Option 2, below, would reduce City staff time to 2 hours per week.

- ***Option #1: Hire an external executive director.***

The City Manager currently acts as the agency executive director, the City Recorder provides meeting support, and the Finance Director maintains agency finances. An external executive director would take over the City Manager's and City Recorder's roles. This position would be selected by the Board through a hiring process. Talent's Finance Director/Finance staff would continue to provide financial services for the agency.

This option would require a hiring process and an update to the TURA/City Intergovernmental Agreement but would enable the Agency to continue all its projects.

- ***Option #2: Sunset Talent Urban Renewal Agency.***

Talent Urban Renewal Agency stopped receiving tax increment financing in 2019. Currently, it is drawing down on its reserves to implement its remaining projects. There is roughly \$800,000

remaining in non-dedicated reserves.

If sunsetted, TURA properties would be transferred to the City, the City would take over the Gateway Transitional Housing Program and Gateway Site Development, and any remaining reserves would be distributed to the taxing districts proportional to their property tax increment.

Approach 2: Add 0.5-0.75 FTE Executive Assistant.

The activities that are most difficult for the City Manager to keep up due to capacity issues include responding to emails and voicemails, following-up on contracts and other signatory needs, document preparation, and filing. A part-time Executive Assistant could fulfill some or more of these tasks, allowing the City Manager to focus on higher-level policy setting and ensuring better response time from the City Manager's office.

This option would require an increase in personnel costs by \$30,000 to \$55,000 per year and is expected to reduce City Manager workload by 10 hours per week. An example job description is attached.

Approach 3: Add a Deputy City Manager position; reduce current City Manager to part-time

Currently, the City Manager oversees all day-to-day operations while liaising with the city council and performing higher-level policy research and support. A Deputy City Manager would take on the day-to-day operations, while the City Manager focuses on general oversight and higher-level policy research.

This option would require an increase in personnel costs by \$70,000 to \$85,000 per year and is expected to reduce City Manager workload by 25 hours per week. An example job description is attached.

ATTACHMENTS

- Chart Summarizing Proposals
- Executive Assistant Job Description
- Deputy City Manager Job Description / Part-time City Manager Job Description

Proposals to reduce capacity demand on City Manager

**Note, this table is intended to support discussion at the Council-level. Estimates are best guesses based on current labor rates and the City Manager’s expectation of capacity demand.*

Approach	Capacity Demand Removed from City Manager	Cost to City	Cost to TURA	Implementation Timeline	Benefits	Drawbacks
Hire External TURA Executive Director	6 hours per week	None	\$55,000 to \$85,000	4 months	All TURA projects continue; projects occur more quickly	Increased staffing costs; recruitment challenges
Sunset TURA (disband the agency)	4 hours per week	None	None	3 months	Administration no longer required	Only some TURA projects continue
Add Part-time Executive Assistant to City Staff	10 hours per week	\$30,000 to \$55,000	None	3 months	Better response time from City Manager’s office; increased capacity for special projects	Increased staffing costs
Add Deputy City Manager; Reduce City Manager to part-time	25 hours per week	\$70,000 to \$85,000	None	6-8 months	City Manager shifts more fully to policy-supporting role; creation of leadership “pipeline”	Increased staffing costs; will require temporary increased capacity demands on City Manager

Job Title: Executive Assistant

Job Description: An executive assistant is a key administrative professional who provides high-level support to the City Manager and other departments. This position plays a crucial role in ensuring the smooth functioning of the City Manager's office and handling various administrative tasks. The specific responsibilities include:

1. **Calendar and Schedule Management:** Managing the executive's calendar, scheduling appointments, meetings, and travel arrangements, and ensuring optimal time management.
2. **Correspondence and Communication:** Handling incoming and outgoing communication, including emails, phone calls, and written correspondence on behalf of the executive, ensuring effective and timely responses.
3. **Meeting Support:** Coordinating and preparing materials for meetings, including agendas, presentations, and meeting minutes. Attending meetings, taking notes, and following up on action items.
4. **Confidentiality and Discretion:** Handling sensitive and confidential information with the utmost discretion and maintaining a high level of confidentiality in all matters related to the executive and the organization.
5. **Document Preparation and Organization:** Assisting with the preparation, editing, and formatting of documents, reports, presentations, and other materials, ensuring accuracy and professionalism.
6. **Relationship Management:** Building and maintaining relationships with internal and external stakeholders, including clients, board members, employees, and business partners.
7. **Research and Analysis:** Conducting research, gathering information, and preparing reports, summaries, and presentations for the City Manager to support decision-making and strategic planning.
8. **Project Management:** Assisting in the planning, coordination, and execution of special projects, initiatives, or events, ensuring deadlines are met and objectives are achieved.
9. **Office Administration:** Performing various administrative tasks, such as contract filing, processing expenses, and handling other administrative duties as required.

Requirements:

1. Associate's degree or equivalent. Bachelor's degree in business administration or a related field (preferred).
2. Proven experience as an executive assistant or in a similar role, demonstrating exceptional organizational and administrative skills.
3. Excellent communication skills, both written and verbal, with the ability to interact effectively with individuals at all levels.

4. Strong attention to detail and the ability to multitask and prioritize tasks in a fast-paced environment.
5. Proficiency in office software applications (e.g., Microsoft Office Suite) and familiarity with digital tools for scheduling, communication, and document management.
6. Discretion and professionalism in handling confidential information and sensitive matters.
7. Strong problem-solving skills and the ability to anticipate needs and proactively address challenges.
8. Flexibility and adaptability to accommodate changing priorities and work effectively under pressure.
9. Bilingual in Spanish (preferred).

Example

Job Title: Deputy City Manager

The Deputy City Manager is a top-level executive responsible for overseeing the administration and operations of the city government, under the supervision of the City Manager.

Job Responsibilities:

1. **Executive Leadership:** In conjunction with the City Manager, provide strategic direction and leadership to all city departments and staff, ensuring effective coordination and implementation of policies, programs, and services.
2. **Policy Development and Implementation:** Work with City Manager, elected officials and city council members to develop, implement, and evaluate policies and initiatives that align with the city's vision and goals.
3. **Government Relations:** Foster positive relationships and effective communication with elected officials, community leaders, and stakeholders, representing the city's interests and advocating for its needs.
4. **Financial Management:** Participate in budget development and management, monitor financial performance, and provide recommendations for resource allocation and cost-effective strategies.
5. **Project Management:** Oversee and manage key city projects, ensuring coordination among departments, monitoring project progress, and ensuring timely completion within budgetary constraints.
6. **Community Engagement:** Engage with residents, community organizations, and businesses, promoting transparency, soliciting feedback, and addressing community concerns to ensure effective and responsive governance.
7. **Infrastructure and Planning:** Oversee the planning, development, and maintenance of city infrastructure, including transportation, utilities, parks, and public facilities, ensuring compliance with relevant regulations and standards.
8. **Staff Supervision and Development:** Provide leadership and guidance to city staff, promoting professional development, conducting performance evaluations, and fostering a positive work environment.
9. **Interdepartmental Coordination:** Facilitate effective communication and collaboration among different city departments, promoting cross-functional cooperation and integration of services.
10. **Legislative Support:** Assist in preparing reports, presentations, and recommendations for City Council meetings, working with elected officials to support their decision-making processes.
11. **Emergency Management:** Contribute to emergency preparedness and response efforts, working closely with emergency management agencies and ensuring the city's readiness to handle crises and disasters.

Qualifications:

- **Education and Experience:** A bachelor's degree in public administration, political science, or a related field is required. Relevant experience in municipal government, preferably in managerial or supervisory roles, is highly desirable.
- **Knowledge of Local Government:** Strong understanding of local government operations, policies, and regulations, as well as knowledge of the unique challenges and opportunities within the community.
- **Leadership Skills:** Excellent leadership abilities, including the ability to effectively manage staff, foster collaboration, and make sound decisions in a dynamic environment.
- **Communication and Interpersonal Skills:** Exceptional communication skills to effectively engage with diverse stakeholders, build relationships, and present information in a clear and concise manner.
- **Strategic Thinking:** Ability to think strategically, analyze complex issues, and provide innovative solutions to enhance the city's overall performance and service delivery.
- **Financial Acumen:** Knowledge of budgeting, financial management, and resource allocation practices within a municipal setting.
- **Project and Program Management:** Proficiency in project management methodologies and the ability to effectively oversee and manage multiple projects simultaneously.
- **Political Savvy:** Understanding of the political landscape and the ability to navigate political dynamics while maintaining a commitment to professionalism and ethical conduct.
- **Problem-Solving and Decision-Making:** Strong analytical and problem-solving skills, with the ability to make well-informed decisions based on thorough analysis and evaluation of available information.
- **Adaptability:** The ability to adapt to changing priorities, work under pressure, and effectively manage time and resources to meet deadlines and achieve desired outcomes.

Job Title: City Manager

The City Manager is the top-level executive responsible for overseeing the administration and operations of the city government.

Job Responsibilities:

1. **Strategic Planning:** Assist in the development and implementation of strategic plans and initiatives to achieve the city's goals and objectives, working closely with department heads and other stakeholders.
2. **Policy Development:** Contribute to the formulation of city policies, reviewing existing policies, proposing new policies, and ensuring compliance with relevant laws and regulations.
3. **Budget and Financial Management:** Develop and manage the city's budget, working with department heads to allocate resources effectively, monitor expenditures, and ensure fiscal responsibility.
4. **Economic Development:** Develop and implement strategies to attract and retain businesses, promote economic growth, and enhance the overall economic vitality of the city.
12. **Intergovernmental Relations:** Collaborate with regional, state, and federal agencies to advocate for the city's interests, secure funding for projects, and participate in intergovernmental initiatives.
13. **Human Resources Oversight:** Oversee personnel management and development, including hiring, training, performance evaluations, and succession planning to build a skilled and motivated workforce.
14. **Community Engagement:** Engage with residents, community organizations, and businesses, promoting transparency, soliciting feedback, and addressing community concerns to ensure effective and responsive governance.
5. **Crisis and Emergency Management:** Develop and implement emergency response plans, coordinate with relevant agencies during crises and disasters, and ensure the safety and well-being of residents.

Qualifications:

- **Education and Experience:** A bachelor's degree in public administration, political science, or a related field. A master's degree is preferred. Significant experience in municipal government, including leadership roles, is essential.
- **Leadership Skills:** Strong leadership abilities, including the ability to inspire and motivate staff, foster collaboration, and manage change in a dynamic environment.
- **Strategic Thinking:** A strategic mindset with the ability to develop long-term plans, set priorities, and make informed decisions to achieve the city's vision and goals.
- **Communication and Interpersonal Skills:** Excellent communication and interpersonal skills to effectively engage with diverse stakeholders, build relationships, and convey information to both technical and non-technical audiences.
- **Financial Acumen:** Proficiency in budgeting, financial management, and resource allocation to ensure sound fiscal practices and long-term financial sustainability.

- **Political Acumen:** Understanding of the political landscape, ability to navigate political dynamics, and maintain effective relationships with elected officials, council members, and community leaders.
- **Problem-Solving and Decision-Making:** Strong analytical and problem-solving skills, with the ability to make well-informed decisions based on thorough analysis and evaluation of available information.
- **Ethics and Integrity:** Exemplary ethical conduct and a commitment to transparency, accountability, and responsible governance.
- **Adaptability:** The ability to adapt to changing circumstances, work under pressure, and effectively manage multiple priorities and deadlines.
- **Professional Associations:** Active involvement in professional organizations and staying current with industry trends, best practices, and emerging issues in municipal government.

Example



City Council Agenda Report

Meeting Date: June 13, 2023
Department: Administration
Staff Recommendation: -

Staff Contact: Jordan Rooklyn
E-Mail: jrooklyn@cityoftalent.org
Estimated Time: 45 mins.

ISSUE BEFORE THE COUNCIL

Newest Job Descriptions: Community Engagement Director and IT Administrator

BACKGROUND

This agenda item is to share the job descriptions and history of the two newest job positions to the city: Community Engagement Director and IT Administrator. The purpose and history of each position is described below, and complete job descriptions are attached.

Community Engagement Director

History

This position was first created as the Wildfire Outreach Coordinator under an emergency-response grant from the Ford Foundation in 2021. The original intent of the role was to liaise with fire survivors and coordinate with recovery groups, particularly Spanish-speaking communities. After the grant funds expired, the position was made permanent in 2021, with 0.5 FTE acting as City Recorder and 0.5 FTE overseeing the City's communication efforts.

In FY22-23, this City Recorder position was split from this role and the Community Engagement Director was made a full-time position through the budgeting process, with the intent to implement the established citywide goal of Community Engagement.

Core Purpose

The Community Engagement Director's core purpose is to expand the City's bilingual communication efforts; promote public awareness and understanding of city services; maintain, manage and grow content on all City communication tools; coordinate City events; and serve as coordinator for committees and commissions.

Key accomplishments of this position over the past two years include establishing the City's first-ever monthly Spanish newspaper articles, Spanish social media, and Spanish-version of the City's website; establishing City Facebook pages, including video content; growing City's noticing list; and establishing Standard Operating Procedures for communication tools.

Future goals of this position include re-establishing the citywide survey, hosting regular community Town Halls, and distributing a city newsletter as a water bill utility insert.

IT Director

History

The City shifted to third-party IT services in 2019 after the part-time IT support staff member left city employment. In 2022, it was discovered that the City was not keeping up with industry standards for

cybersecurity and system infrastructure, and that customer services issues with the consultant were resulting in productivity delays for staff.

In FY22-23, the IT Administrator position was established through the budgeting process. This position is anticipated to be a two-year, full-time position, then will shift to part-time as the City's IT needs shift from building infrastructure to maintaining infrastructure.

Core Purpose

The IT Administrator's core purpose is to ensure that technology supports and enhances city operations, while protecting city and customer information from cyber security threats and other system vulnerabilities.

The goals of this position include establishing multifactor authentication, moving to cloud-based backups, adhering to state security regulations for CJIS data and SCADA software, automating citywide key software updates, inventorying current equipment and software, and establishing an equipment replacement policy.

ATTACHMENTS

- Community Engagement Director Job Description
- IT Administrator Job Description



CITY OF TALENT COMMUNITY ENGAGEMENT DIRECTOR

PAYROLL STATUS: Full-Time, Exempt

SALARY RANGE: \$50,868 – \$82,144 annually

PURPOSE: Maintains and manages content for the City’s website, social media accounts, Citizen Alert, and other City communication tools. Maintains positive relations between the public and the City and provides strategic counsel to management as it relates to communication. Manages program performance and monitors budget compliance in assigned areas. Coordinates Citywide events, promotes public awareness and understanding of City services, and facilitates public participation efforts. Serves as coordinator for City committees and commissions, facilitating communication and providing general support. Acts as City Recorder, when needed.

SUPERVISION RECEIVED: Works under the direct supervision of the City Manager.

SUPERVISION EXERCISED: Directs and supervises communication specialist(s) and volunteers.

DUTIES AND RESPONSIBILITIES:

This list is an example of the tasks the employee may be expected to perform. It is not intended to be all inclusive.

Department Head Duties

- Conducts a variety of administrative, system studies, strategic plans and special projects working directly with the City Manager on a confidential basis. Projects may involve extensive research and comparisons, administrative follow-up, liaison with community groups and other agencies, council task forces, and city staff. Evaluates and writes reports and makes recommendations for changes in organization, operations, policy and procedures and reports on the merits of recommendations. Acts as a team leader on interdepartmental projects.
- Provides information needed for consideration of department goals, budget, policies and procedures. Remains current on emerging issues, local news and community events. Maintains contact logs and issue files. Coordinates meetings related to the development of information strategies on City-wide programs. Conducts city-wide information activities in collaboration with Department Heads, including information designed to keep the public informed of the City’s programs, accomplishments and points of view. Conducts the Citizen Survey and presents the results to staff and the Council.
- Assists in coordinating and implementing management improvements that address new or ongoing problems. Assists in the development and implementation of policies, programs and

Last updated: 6/8/2023

procedures, may include administration and coordination of city grant programs; prepares City Council reports, requests for grant funding and other administrative reports. Provides information to Council members, coordinates responses to questions, and provides staff support to City Council subcommittees.

- May be assigned to manage program performance and monitor budget compliance for specific City programs and divisions. This may include budget development and preparation, establishment of program or division goals and objectives, and financial feasibility reviews of fees and rates for services provided, project and material costs and other financial aspects of City and departmental projects.
- Receives public inquiries and complaints tactfully and constructively, researches and assembles information for response. Provides information regarding policies and procedures to the public. Plans and coordinates development and communication of information that is designed to keep the community informed of the city's services, programs, accomplishments, and regulations.
- Coordinates and staffs City-wide meetings and public events; may be required to attend City Council, department head and various other meetings. Participates as a member of the senior management team by contributing to policy formulation and program development; provides input or other information and receives direction or other input. Prepares and presents reports and recommends resolutions and ordinances for action by Council.

Communication Duties

- Manages the City's web page development and content; collaborates with staff to set standards and policy for web content and presentation of City information; provides web training to other departments; ensures website information is updated and accurate.
- Manages and cultivates the City's audience on social media platforms and Citizen Alert. Assists with managing and posting city information on social media that is current, relevant and appropriate. Promotes awareness of information and events strategically with Citizen Alert notifications.
- Ensures that notification to the media, reports and other information materials for publication are accurate and effective; programming; purchases advertising time and space as required.
- Writes, lays out and edits City news publications in collaboration with department heads and staff. Responsible for maintaining and updating the City's Communication Plan.
- Writes and edits key internal and external communication materials in an engaging, concise, accurate and appropriate tone for the organization/audience. Develops messages appropriate for a wide variety of subjects and audiences. Creates or assists with the creation of informational and promotional material and public notices.
- Ensures City adequately fulfills public information duties during emergency situations when the EOC is activated. Staffs EOC as the Public Information Officer and responds to public information inquiries, media requests and regional coordination.
- Establish partnerships and professional relationships with the business community and various community partners to promote city programs and conduct community outreach.

Last updated: 6/8/2023

- Use effective communication strategies for customers, public, staff, and associated organizations to promote inclusion in city programs and events.

Coordination Duties

- Responsible for soliciting, securing, and growing sponsorship relationships for city programs and events.
- Organize and coordinate the volunteer staffing of community events such as Harvest Festival, Tree Lighting Ceremony, stewardship days, volunteer appreciation, and any other current and future city sponsored programs and events; manage logistics and communication to volunteers to support these events.
- Maintain volunteer databases and produce reports and train other staff as needed.
- Coordinate and support Committees and Commissions including recruitment, training, scheduling and recognizing committee and commission members.

Other

- Assist and support team performance, work cooperatively with other team members; provide positive support to internal and external customers.
- Performs other related duties as assigned.

JOB QUALIFICATION REQUIREMENTS (KNOWLEDGE, SKILLS & ABILITIES):

KNOWLEDGE:

- Principles and practices of business communication and program administration.
- Public budgeting, procurement, and fiscal management
- Social media tools and current strategies.
- Well-developed writing skills to prepare complex project reports and technical or procedural documents.
- Principles and practices of customer service.
- English grammar, spelling, vocabulary, and punctuation.

ABILITY:

- Ability to exercise independent judgement, problem-solve, and take initiative within established procedures and guidelines.
- Quickly master complex and diverse subject matter.
- Maintain high visibility and good public relations with the community, department heads, City officials, employees, and special interest groups.
- Work independently or as part of a team; work efficiently under stressful situations; work in a positive and cooperative manner with others.
- Use computers and standard business software.
- Maintain confidentiality of documents, materials, and information.
- Locate, identify, and correct inaccurate or incomplete information.
- Communicate high-level concepts and procedures effectively, both orally and in writing.

Last updated: 6/8/2023

- Establish and maintain effective working relationships with those contacted in the course of work.

MINIMUM REQUIRED:

A typical way to gain such knowledge and abilities would be a bachelor's degree from an accredited college or university in public administration, business, governmental relations, journalism, public relations or related field AND a minimum of three (3) to five (5) years of experience in general project support, preferably in local government. Must have knowledge of the principles and practices of public involvement. Must possess superior communication skills, both oral and written. Any equivalent combination of education and experience likely to provide the required knowledge and abilities would be qualifying.

PREFERRED/SPECIAL QUALIFICATIONS:

A master's degree in business administration, public administration, or communication field is highly desirable and may substitute for two years of required experience. Knowledge of City of Talent policies, practices, objectives, and operations principles and practices of local government program development and administration; methods and techniques of supervision, training, and motivation; applicable federal, state and local laws, codes and regulation; techniques of maintaining effective public relations; techniques and practices employed in interviewing, researching and writing material publication. Bilingual in Spanish.

PHYSICAL DEMAND:

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

(1) Mobility: frequent sitting for long periods of time; occasional bending or squatting. (2) Lifting: frequently up to 10 pounds; occasionally up to 25 pounds. (3) Vision: constant use of overall vision; frequent reading and close-up work; occasional color and depth vision. (4) Dexterity: frequent use of keyboard; frequent repetitive motion; frequent writing; frequent grasping, holding, and reaching. (5) Hearing/Talking: frequent hearing and talking, in person and on the phone. (6) Emotional/Psychological: frequent decision-making and concentration; frequent public and/or coworker contact; frequent working alone.

WORK ENVIRONMENT:

Work is performed within a climate-controlled office environment or through telework, and out in the field with exposure to and contact with potentially unknown or unsafe situations, varied weather, dust, and related conditions. Some evening and weekend work may be required.



CITY OF TALENT INFORMATION TECHNOLOGY ADMINISTRATOR

PAYROLL STATUS: Full-Time or Part-Time, Exempt

SALARY RANGE: \$70,000 – \$85,000 annually

PURPOSE: The IT Administrator performs various professional and technical duties related to supporting and delivering IT services to the City of Talent.

SUPERVISION RECEIVED: Works under the direct supervision of the City Manager or Administrative Services Director.

SUPERVISION EXERCISED: None

DUTIES AND RESPONSIBILITIES:

This list is an example of the tasks the employee may be expected to perform. It is not intended to be all inclusive.

- Lay the groundwork for all IT and cyber policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing and service provision.
- Make recommendations and present business advantages for technology improvements
- Assist in the preparation of the information technology budget; coordinate with vendors and departments to facilitate IT purchases.
- Analyze business requirements by partnering with key stakeholders to develop solutions for IT needs.
- Monitor the performance of information technology systems to determine cost and productivity levels and to make recommendations for improving the IT infrastructure
- Organize, coordinate, evaluate, and maintain the City's information systems; perform hardware and software installation, upgrades, and data backup procedures.
- Maintain inventory of hardware, software, users, and site licenses for all departments.
- Serve as technical resource to staff for information technology support and training.
- Develop disaster recovery and/or other contingency plans that are required to maintain essential computer system operations in the event of hardware failures.
- Develop and maintain effective working relationships with other staff, public officials, the public, and representatives of other agencies.

Last updated: 12/4/2022

- Attend and participate in required trainings; stay up-to-date in subject area by reading publications, attending workshops, and networking with other IT professionals.
- Performs other related duties as assigned.

JOB QUALIFICATION REQUIREMENTS (KNOWLEDGE, SKILLS & ABILITIES):

- Expert knowledge of IT best practices, policies, and regulations
- Strong understanding of cybersecurity
- In-dept understanding of programming, computer science, and digital security
- A clear understanding of client/server technology and network architecture
- Strong problem-solving, critical thinking, and decision-making skills
- Excellent attention to detail
- Great project management skills, including organization, planning, time management, and prioritization
- Excellent oral, written, and customer service interpersonal skills
- Able to establish and maintain effective working relationships with city leadership, staff, representatives of other governmental agencies, the public, and others encountered in the course of work.
- Able to pass an FBI/CJIS fingerprint and background checks.

MINIMUM REQUIRED:

A typical way to gain such knowledge and abilities would be a Bachelor's degree in Computer Science or related technical discipline AND 7-10 years of career experience in technology. Any equivalent combination of education and experience likely to provide the required knowledge and abilities would be qualifying.

PREFERRED/SPECIAL QUALIFICATIONS:

Experience with SCADA systems; experience working in a government environment; experience in a leadership position; bilingual in Spanish.

PHYSICAL DEMAND:

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

(1) Mobility: frequent sitting for long periods of time; occasional bending or squatting. (2) Lifting: frequently up to 10 pounds; occasionally up to 25 pounds. (3) Vision: constant use of overall vision; frequent reading and close-up work; occasional color and depth vision. (4) Dexterity: frequent use of keyboard; frequent repetitive motion; frequent writing; frequent grasping, holding, and reaching. (5) Hearing/Talking: frequent hearing and talking, in person and on the phone. (6) Emotional/Psychological: frequent decision-making and concentration; frequent public and/or coworker contact; frequent working alone.

Last updated: 12/4/2022

WORK ENVIRONMENT:

Work is performed within a climate-controlled office environment or through telework. May require travel between buildings. Some evening and weekend work may be required to respond to urgent needs.