POSITION DESCRIPTION

CLASS TITLE:	**Information Technology Manager**	DATE COMPLETED:	**4/2025**
FUNCTIONAL TITLE:	**Information Technology Manager**	FLSA STATUS:	**E**
DEPARTMENT:	**Police Department**	CLASS NUMBER:	**PD-11**
IMMEDIATE SUPERVISOR:	**Assistant Chief of Police**	JOB CODE:	**0209**

JOB FUNCTION:

The Information Technology Manager oversees the planning, implementation, and maintenance of the city's computer systems, networks, and related technologies, and provides supervision in other operational areas as needed. This is a highly responsible technology systems position that involves analyzing, designing, configuring, implementing, and monitoring, all computer and communications systems. Duties include planning for upgrades and finding solutions to complex integration issues as they may arise. These tasks are performed under the general supervision of the Assistant Police Chief.

ESSENTIAL JOB FUNCTIONS:

- Manages design, configuration, and testing of technology and communications related solutions
- Assumes primary responsibility in 24/7 computing and communications environment, ensuring uptime for mission critical systems and services
- Coordinates changes with vendors and consultants as appropriate and determines necessary adjustments
- Identifies, plans and implements needed changes to ensure continuity of operations
- Troubleshoots solutions to hardware and software issues in a timely manner
- Resolves routine problems, replaces defective components, and coordinates complex solutions
- Maintains multi-trunked public safety radio system
- Works with proper personnel to maintain E911 system
- Assists in the preparation and administration of the City's budget as it pertains to information technology systems and services
- Coordinates Hardware/Software procurement
- Maintains data files and monitors system configuration to ensure data integrity
- Prepares and reports on various grants and specifications for computer and telecommunication software and hardware
- Installs and upgrades application software and network application software
- Determines the educational needs of department personnel in regard to information technology and coordinates the development and implementation of educational programs
- Attends meetings related to Police communication and emergency preparedness
- Coordinates development of documentation for system administration policies and procedures
- Assists other City departments with technical expertise in analyzing, defining, acquiring, and implementing application software packages, office automation software, education programs, security and administration programs and quality assurance reviews
- Performs other related duties as assigned.

MINIMUM REQUIRED EDUCATION & EXPERIENCE:

- High school graduation or equivalency plus ten (10) years in systems administration or related field; or
- A bachelor's degree in computer science or computer information systems or related, master's degree preferred
- A minimum of ten (10) years' experience managing Local Area Network (LAN) and Wide Area Network (WAN), Microsoft® Windows® environment, VMWare virtualization, radio systems infrastructure and E911 technology
- Experience in facility management, including oversight of building operations, maintenance, and vendor coordination, preferred
- Experience with audiovisual (AV) systems preferred, including configuration and support of Extron control systems and Q-SYS audio/video processing platforms
- Experience creating and managing budgets across multiple departments, including forecasting, cost analysis, and interdepartmental coordination, preferred
- Experience implementing, configuring, and maintaining firewalls for network security and traffic control preferred
- Experience in facility management within a government IT setting, including oversight of technology infrastructure, physical security, and coordination with public sector vendors, preferred
- Preferred experience includes conducting or supporting IT audits with a focus on compliance with CJIS (Criminal Justice Information Services) and LLETS (Louisiana Law Enforcement Telecommunications System) standard
- Preferred experience includes drafting and maintaining IT policies and standard operating procedures (SOPs) related to cybersecurity, data governance, and system administration
- Preferred candidates will have working knowledge of Tyler Technologies' ERP Software and related modules or applications used for municipal operations and financial management
- FEMA Center for Domestic Preparedness training and experience operating within an Emergency Operations Center (EOC) environment preferred
- Knowledge of police dispatch operations preferred, including experience with CAD systems, radio communications, and support of 24/7 mission-critical environments

MINIMUM REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

- Familiarity with fundamental networking/distributed computer environment concepts
- Basic proficiency in computer hardware troubleshooting, system diagnostics, and routine maintenance preferred
- Advanced knowledge and experience with Computer Aided Dispatch (CAD)
- Advanced understanding and experience with Records Management Systems (RMS)
- Advanced network-based voice/data radio, telephone, and E911 technology and systems understanding and experience
- Documented experience in hardware and software implementation
- Trained in troubleshooting equipment

- Work requires consistent exercise of discretion and independent judgment in its performance
- Motivation and dedication to enhancing productivity for users and capable of intense "just in time" learning

ESSENTIAL MENTAL & PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- The employee is required to use hands to finger, handle feel or operate objects, tools, or controls and reach with hands and arms
- The employee frequently is required to talk and hear and must be physically able to conduct, attend and actively participate in meetings both with City officials, employees, and the general public
- Specific vision abilities required by this job include close vision and the ability to adjust focus

WORK ENVIRONMENT:

- While performing the duties of this job, the employee regularly works a computer or other similar office equipment in an indoor situation
- Work is normally performed in an office setting, but work site visits may be required
- The noise level in the work environment is usually moderate

While the work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed in this document are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

APPROVAL:

CLASS TITLE:	**Information Technology Manager**
FUNCTIONAL TITLE:	**Information Technology Manager**
DEPARTMENT:	**Police Department**

Department Director	**Human Resources Director**