Examination No. 1436 November 10, 2021

CITY OF NEW BRITAIN
CIVIL SERVICE COMMISSION
Announces
An Open Competitive Examination
For

Job Title:	**Manager of Information Technology**
	Salary $1,548.92 to $1,992.98 Weekly (8 steps)
Direct Reports (Y/N):	**Y**
Department:	**Information Technology Department**
Closing Date:	**Friday, December 3, 2021 by 4:00 pm**

(To Create an Employment List)

This position is represented by Local 818 AFSCME, Council 4, AFL-CIO.

JOB SUMMARY:
This highly visible position is responsible for the management and operation of the city's enterprise information systems, the support of its software and its continuity of operations. As a credentialed information technology management professional, the Manager of Information Services supports the municipal administration of technology by providing recommendations on systems and services. The Manager analyzes application requirements, develops detailed strategic and tactical information services plans, implements complex information systems; enforces approved municipal information policies, and proactively reports policy and practice exceptions. Gathers and analyzes information for the acquisition of information systems; recommends the selection of equipment and services in support of city departments, city government and its citizens. Manages and maintains an ongoing municipal information technology and services plan and participates in progressive and collaborative ventures with peers in regional and state activities. Works independently and is supervised by the Director of Support Services. The Manager of Information Services will be hands on and work closely with direct reports and enterprise users.

EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Implements, manages, and maintains the city's Enterprise Resource Planning system
- Manages operational support, and system maintenance for hardware and software for pc -based and network computers and appliances.
- Under the direction of the Support Services Director, able to establish a city-wide integrated information services plan and provide the necessary leadership to independently communicate to end users expectations, provide timelines and implement solutions.
- Provides leadership in planning the strategic direction for future use of information technology and software applications.
- Capable of providing direct support to end users and assist in process, troubleshoot hardware and software problems and field technical questions.
- Supervises selected information services support personnel and contract service providers.
- Regularly interact with management level employees and vendors to ensure efficient use of systems, to seek support and expedite based on the operational need. To understand and be capable of escalating the level of support when and where necessary in order to maintain an acceptable level of continuing operation and system performance.
- Sets standards for hardware and software by continuously canvassing the market and peer

organizations for the most appropriate and cost effective solutions.
- Performs related work as assigned by the Director of Support Services.
- Takes a leadership role and serves as staff to the city's Information Services Steering Committee
- Maintains an on-going capacity and current base of knowledge to understand, assimilate, and implement from both a management and a technical perspective, contemporary government information technologies, techniques and strategies.
- Maintains a city-wide disaster recovery and business interruption plan and strategy.

SUPERVISION RECEIVED: Works under the direction of the Director of Support Services.

SUPERVISION EXERCISED: Assigned supervisory duties of departmental clerical, administrative, technical, contractual, and supervisory personnel.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED;

- Comprehensive management and technical understanding of information systems technology and practices applicable to a medium to large municipal entity.
- In-depth knowledge of complex financial systems
- Knowledge of complex ERP systems
- Working knowledge of contemporary systems management including application programming and development, database design and management, network design and capacity planning, and security management including intrusion protection and detection.
- Ability to manage multiple priorities and to prioritize the city's information services needs and provide appropriate documentation to the Information Services Steering Committee for decision-making purposes.
- Ability to evaluate the effectiveness of programs and to plan, organize and carry through projects.
- Ability to establish effective working relationships with employees, elected and appointed officials, and Board of Education personnel.
- Strong presentation and communications skills including capacity to provide executive level training and technical management briefings. Ability to manage, supervise and coordinate the day to day operations of the Information Services Division of the Support Services Department.
- Demonstrated excellence in written and oral communication skills including the ability to post to social media accounts on behalf of the city and its Mayor, to author technical specifications, policy and procedural documentation, detailed operational plans, policy recommendations and inter-departmental communication.

MINIMUM QUALIFICATIONS REQUIRED;

Bachelors or advanced degree from an accredited college or university in computer science or a closely related field, plus six years of progressively responsible information technology experience preferably in municipal and/or governmental systems; three of the six years must be in a management or supervisory role. Experience in Social Media Optimization and Strategy is desirable. An equivalent combination of education, experience, training, and certification will be considered. Must have substantial, demonstrable, recent experience in project management with a solid understanding of budget and fiscal controls.

- Must have or be capable of obtaining within 90 days a valid Connecticut Motor Vehicle Operator's License.

PHYSICAL DEMANDS/ENVIRONMENTAL CONDITIONS;

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.

- Demanding deadlines and changing priorities and conditions.
- Ability to occasionally lift up to twenty-five (25) pounds.
- Ability to sit at a desk or stand and work continuously for extended periods of time.
- Works in office setting subject to continuous interruptions and background noises.
- Exposure to video display terminals on a daily basis.
- Ability to operate equipment requiring eye and hand coordination and mechanical aptitude.
- Ability to move throughout the City Hall and other City buildings and sites.
- Ability to get into and out of an automobile.
- Ability to see color, adjust focus, and use close vision
- Ability to communicate effectively.
- Ability to concentrate on fine detail with constant interruption
- Ability to attend to task/function for more than 60 minutes at a time.

NOTE: The duties listed above 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.

CONDITIONS OF EMPLOYMENT: Prior to beginning work, the successful candidate must complete and qualify on a City medical examination (including a drug screen) and a background investigation conducted by the New Britain Police Department. In the event that this position has access to criminal history records maintained under systems operated by the Police Department or the Public Safety Telecommunications Center, approval of the candidate required by the Chief of Police. Both in and out of state travel for periods of up to five working days including overnight stays may be required as a condition of employment.

PROBATIONARY PERIOD: The probationary period for this position shall be twelve (12) months.

THIS EXAMINATION WILL BE COMPOSED OF:
OPEN COMPETITIVE EXAMINATION

COMPONENTS	**WEIGHTS**		**WEIGHTS**
Experience & Training	40%	or	100%
Oral	40%		
Written	20%		

The City reserves the right to select any of the examination weights listed above.

PASSING GRADE: The minimum passing grade is 70%. In no event will this passing point be set at less than 60% of raw score.

DURATION OF OPEN COMPETITIVE EMPLOYMENT LIST: A certified employment list shall be in effect for one year from the date of its establishment by the Civil Service Commission. Subsequent to the initial certification of the employment list, no sooner than 10 months and no later than 11 months

and 29 days from date of initial certification, the Commission may, upon the showing and finding of exigent or extenuating circumstances, extend the duration of the list when it is deemed to be in the best interest of the City. The City, or any individual, may request that consideration of extension be placed on the Civil Service regular meeting agenda by notifying the Personnel Director no later than one calendar week prior to the monthly meeting. The maximum period of time that a list shall remain in effect is two years from date of initial certification.

PHYSICAL EXERTION/ENVIRONMENTAL CONDITIONS:
Works in office setting subject to continuous interruptions and background noises.
Ability to lift up to fifty (50) pounds. Strength and agility to climb ladders and maneuver in crawl spaces to run wires and cables. Ability to sit at a desk or stand and work continuously for extended periods of time. Exposure to video display terminals on a daily basis. Ability to operate equipment requiring eye and hand coordination and mechanical aptitude. Ability to move throughout City buildings and sites. Ability to get into and out of an automobile. Ability to see color, adjust focus, and use close vision. Ability to attend to task/function for more than 60 minutes at a time.

RULE OF FIVE PLUS THREE: When a vacancy exists for this position, the Appointing Authority is sent the first five names in rank on the certified Employment list plus the next three highest City residents. All may be considered equally for the one job vacancy.

REASONABLE ACCOMMODATION IN TESTING: All requests for reasonable accommodations in the testing process must be made in writing, no later than the closing date for applications. Documentation of the disability for which the accommodation is being requested, and what specific accommodation is being requested, must be received no later than two (2) weeks after the closing deadline for applications. The candidate's failure to provide documentation which satisfies the City's requirements by the timetable above will result in an inability to provide an accommodation in the testing process. However, the candidate who meets the minimum qualifications for the position would still be eligible to complete with all other candidates in the standard testing process.

SPECIAL REQUIREMENT FOR CITY OF NEW BRITAIN RESIDENTS: Proof of domicile shall be filed at the time of filing the application. (Please see form attached). Failure to provide proof of domicile in accordance with this timetable may result in no residency consideration being granted for this examination.

Applications must be on file with the Civil Service Commission/Personnel, Room 409, City Hall, no later than Friday, December 3, 2021 at 4:00 pm. Application forms may be obtained online at www.NewBritainCt.gov or at the office of the Civil Service Commission/Personnel, Room 409, City Hall, 27 West Main Street, New Britain, CT 06051. Tel. (860) 826-3404.