

**Lane Council of Governments
Job Classification**

Job Title: Information Systems Program Manager
Division: Administrative Services
FLSA Status: Exempt

Reports To: Associate Director
Range: 31
Last Revised: August 2000

General Statement of Duties

Manages the LCOG's information services, support, development and staff. Manages vendors or contractors who may be involved with LCOG's computer systems, including application development contractors, hardware service (repair) providers, and web site developers.

Supervision Received

Reports to the Associate Director. Work is performed under applicable policies, guidelines, technical standards and managerial direction. Work performance is evaluated through periodic conferences and reports and through the adequacy and timeliness of records, reports and services provided.

Supervision Exercised

Supervises professional and paraprofessional IS staff.

Resource Responsibility

Considerable responsibility for financial and human resources. Includes final decisions or recommendations involving effective use of employees, space, materials and equipment with only general checks for reasonableness of actions. Decisions made within policy guidelines.

Essential Job Functions

Oversees daily operation of the LCOG PC based LAN and coordinates the migration of current network operating system and application software to new versions.

Coordinates and supervises the work of LAN staff and coordinates creation of basic user documentation and training.

Coordinates and supervises organization and maintenance of computer equipment inventory.

Coordinates and supervises LCOG's in-house application development and tracks development schedules.

Coordinates and supervises Internet/Intranet development and maintenance.

Works with LAN Administrator to develop LAN administration standards and processes, and ensures implementation and adherence.

Develops standard application configurations and ensures their implementation.

Oversees hardware and software installations and troubleshoots and documents system problems.

Designs and oversees implementation of network security and back-up procedures. Identifies user documentation and training needs.

Works with LCOG's purchasing and capital acquisition staff to budget and procure new

equipment, software, and services needed to support LCOG's computer systems.

Other Job Functions

Assists other technical staff as necessary and performs other related duties as assigned.
Performs other related duties as assigned.

Working Conditions

Must be willing to work evenings and weekends as required, potentially on-call.

Knowledge, Skills, and Abilities

Excellent technical management and interpersonal skills required.

Project management and application development cycle coordination skills required.

Requires good customer service skills and the ability to supervise technical staff in servicing a variety of technical situations and user requests.

Ability to use innovative and creative approaches to problem solving.

Must be able to effectively coordinate staff's ability to handle multiple priorities using time management and other organization skills.

Ability to effectively develop written documentation and work plans desired.

Education and Experience

Bachelor's degree in computer science or equivalent and five years directly related experience, or any combination of education and experience that provides the applicant with the required knowledge, skills, and abilities. Requires experience managing technical staff, operations, computer upgrades and installations, and project management experience.

Licenses, Certificates, and Other Requirements

None.