Information Technology Manager
Job Specifications

DIVISION:	Administration
FLSA STATUS:	Non-Exempt (Non-Safety)
REPORTS TO:	Fire Chief
SUPERVISION:	Exercises no supervision
LOCATION:	Station 55 (Headquarters)
HOURS:	40-hour work week Monday through Friday. May be assigned to work on-call, weekends, or holiday for after hour support as the need arises.

GENERAL SUMMARY

Under limited direction, installs, configures, monitors and maintains the District data networking; analyzes and modifies overall network operations to ensure the highest level of uptime, integrity, and security; maintains the Districts phone system, emails, website, microwave radio system, and VHF radio system, provides services to identify needs and requirements for computer-based systems; provides related technical support including training and other related work as required.

DISTINGUISHING CHARACTERISTICS

The Information Technology Manager (ITM) must be courteous, punctual, and maintain a relationship with outside agencies and vendors in a professional manner. The ITM must be a self-starter, possess good communication skills, and have excellent analytical skills. The ITM monitors and controls the data network, identifies and resolves operating system issues, provides technical support, provides network design recommendations, and analyzes overall network performance and security. The ITM is expected to have knowledge of district operations, structure, goals, and objectives. This position should be able to do a task with a minimum amount of instructions and demonstrate the ability to work for extended periods of time without direct supervision. The ITM coordinates large project and program development and oversite.

ESSENTIAL DUTIES
(May include, but are not limited to, the following:)

Shall provide a variety of office technical support services to district personnel.

Administers network functions such as restoration of printer services, and logon procedures and provides file management assistance; maintains the District's Geodatabase, Active Directory, Email, website, phone systems, district board meeting live video, Districtwide electronic conference meeting operating systems backups, ensures capacity planning and data backup integrity for various systems.

Monitors the network daily to ensure network security including virus/malware protection at all levels of server, firewall, internet, email, and client workstations.

May be assigned, from time to time to perform other tasks and project management as needed.

Must be familiar with the computer systems and business phones, and must have knowledge of fire service operations and general office procedure.

Assisting in the development and implementation of major work systems intended to enhance the District efficiency; assisting in special projects.

Maintain a fixed asset inventory of technical hardware and software licenses

Work with outside contractors, consultants, and vendors on projects and programs.

Conducts research development and implementation, and/or purchases of hardware and/or software to keep the District networking infrastructure up to date with appropriate technology advances.

Responds to urgent technological matters as needed.

Assisting field and staff members on proper procedure.

Performs related duties as required.

CORE VALUES

Ethics, Integrity and Trust: The employee adheres to an appropriate and effective set of core values during both good and bad times; Is trusted and widely seen as truthful; Can present the truth in an appropriate and helpful manner; Keeps confidences, admits mistakes, and doesn't misrepresent him/herself for personal gain; Practices what he/she preaches.

Customer Focus: The employee is dedicated to meeting the needs of both internal and external customers; Acts with customers in mind; Establishes and maintains effective relationships with customers, and gains their trust and respect; Gets first-hand customer information and uses it for improvements to services and processes; Maintains compassion and empathy for the community served by NCFPD.

Shared Vision and Purpose: The employee is optimistic and shares a compelling sense of core purpose with the team; Can inspire and motivate others to rally support behind the vision of NCFPD.

Learning and Decision Making: The employee learns quickly when facing new problems and enjoys the challenge of unfamiliar tasks; Analyzes both successes and failures for clues to improvement; Is open to change; Is able to make effective decisions under tight deadlines and pressure.

Informing Others: The employee provides the information people need to know to do their jobs and to feel good about being a member of the team; Provides timely information that allows others to make accurate decisions.

Work/Life Balance: The employee maintains a conscious balance between work and personal life so that one doesn't dominate the other; Has a positive attitude and constructive sense of humor to appropriately ease tension; Encourages others to maintain healthy personal and professional relationships.

PHYSICAL REQUIREMENTS

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

	0 – 24%	25 – 49%	50 – 74%	75 – 100%
Seeing: must be able to read a computer screen and paper documents.				X
Hearing: must be able to hear well enough to communicate in person and over the telephone with customers, coworkers, and industry contacts.				X
Talking: must be able to convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.				X
Sitting:				X
Repetitive Motions: must have substantial movements (motions) of the wrists, hands, and/or fingers.				X
Fingering/Grasping/Feeling: must be able to write, type, and use phone system.				X
Standing/Walking			X	
Climbing/Stooping/Kneeling		X		
Lifting/Pulling/Pushing	X			

- Walking and/or hiking extended distances through uneven terrain including thick brush will be required occasionally.

- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
- The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 51 pounds.

SAFETY COMPLIANCE

Safety is an integral part of our business and the responsibility for safety extends to every employee. Your responsibility toward safety at the workplace includes, but is not limited to:

Proactive involvement in the District's Safety Program, including compliance with all rules and regulations.

Use safe work practices while performing all duties.

WORK ENVIRONMENT

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 position functions both indoors in a controlled office environment and outdoors with exposure to inclement weather.

The noise level in the work environment is usually moderate.

Local travel is required. As well as deployment to State OES Master Mutual-Aid System.

MINIMUM QUALIFICATIONS

Education and/or Experience:

High school diploma or GED and work experience in supporting personal computer users, or graduated from an accredited college or university in engineering, project management, computer science, or related field.

Knowledge of:

Computers, networks, Microsoft Office, ArcGIS Pro, ArcMap, and communications systems.

Implementation, troubleshooting, and design of data networking and telecommunications systems.

Server-based hardware technologies and operating systems.

The organization, regulations, terminology, procedures, and operating details of the District.

Web based software such as Emergency Reporting, Target Solutions, and Crewsense but not limited to.

Modern office methods, procedures, and equipment,

Ability to:

Analyze functional requirements and specifications for computer hardware.

Install, maintain, troubleshoot and repair network systems and equipment.

Operate and troubleshoot computers and peripheral equipment.

Ability to perform the more routine assignments associated with MS Word, MS Excel as well as District software programs for computer applications.

Data input from all divisions, including the Battalion Chiefs, Training, Fire Prevention, Fire Alarm, and Maintenance.

Help organize and prepare operating instructions for computer applications, inventory control and stocking and perform related work as required.

Solve user problems effectively and efficiently.

Communicate effectively both orally and in writing. With the ability to explain technical details to non-technical staff or end users.

Establish and maintain effective work relationships with those contacted in the performance of assigned duties.

Successfully complete a probationary period as defined in the District's Administrative Manual;

> *Probationary Employees: All probationary employees must be evaluated by their supervisor during probation. All 40-hour employees shall complete 2,080 regular time hours of evaluation and complete a twelve-month probationary period.*

Conditions of Employment:

Possession of a valid California Class "C" Driver's License may be required at time of appointment.

This position requires the ability to read, write, speak and understand the English language at a level adequate to perform the job.

This position requires that the individual pass a live scan background.

This position requires the ability to obtain a Geographic Information System Specialist (GISS) certification as well as a Communication Technician (COMT) certification.

This position requires the individual to successfully complete an annual job performance evaluation.

NOTE: The Fire Chief reserves the right to alter the minimum qualifications (MQs) if it becomes necessary to attain a reasonable applicant pool.

Special Requirements:

The Information Technology Manager is an unclassified position in which the incumbent serves at the will of the District Fire Chief.

Vaccinations: If the North Central Fire Protection District declares that vaccination(s) for any declared health hazard is required for the immediate protection of the public peace, health, and safety for the following reasons: According to the Center for Disease Control, and/or the Fresno County Department of Public Health, determines existing conditions pose a significant public health risk. The District must provide a safe and healthy workplace, consistent with public health guidance and/or legal requirements, to protect its employees and the public as it continues to provide services. All Employees shall have the right to petition for a medical or religious exemption to be evaluated on a case-by-case basis, consistent with District procedures for reasonable accommodation requests. Documentation prescribed by the District shall be required.

Tobacco Product Use: Employees will not smoke, vape (electronic cigarette or similar device), or use any tobacco product while on duty or representing the District. Employees shall sign an agreement acknowledging that they have read and understood these requirements. Said understanding will be maintained in the employee's personnel file and/or the District's software database.

ACKNOWLEDGEMENT

I have read and understand and agree to the responsibilities and requirements of the job. I further understand that the duties and responsibilities herein describe the general nature of the job and are subject to change or modification with or without notice by the District as the needs of the District requirements of the job change. My supervisor may add, delete, assign, transfer or alter duties as necessary or deemed appropriate.

Employee Name:_____Signature_____Date_____

Supervisor Name:_____Signature_____Date_____

APPROVED: _____ DATE: _____
                                             FIRE CHIEF

Original TVH:aaf 10/01/18
Revised TVH:aaf 04/09/20
Revised TVH:aaf 06/13/22
Revised TVH:aaf 0913/22