

CITY OF FONTANA (IT) INFRASTRUCTURE MANAGER

DEFINITION: Under general direction from the Director of IT, plans, organizes, manages, directs, and coordinates the activities of Infrastructure, Security, Business Resilience, Telecommunications, and Database teams for the Innovation and Technology Department and assists the Director in the management of other IT teams; provides highly complex staff assistance to the Director of IT and may represent the Director of IT in their absence.

ESSENTIAL FUNCTIONS: The incumbent must have the ability to:

- Develop and recommend goals and objectives; assist in the development of and implementation of policies and procedures.
- Direct, oversee and participate in the development of the Infrastructure Division work plan; assign activities, projects, and programs; monitor workflow; review and evaluate work products, methods, and procedures and coordinate it with the Innovation and Technology Department Work Plan.
- Coordinate the implementation of comprehensive networks supporting data, voice, and video traffic city-wide.
- Manage the design, development, operation, and maintenance of the City's information cybersecurity program; provide strategic and operational information security and technology leadership Citywide; establish support and continuously improves enterprise information security and privacy technology.
- Manage the City's responses to incidents and ensure they are appropriately addressed, documented, and reported.
- Manage security incidents and events; monitor environments for emerging threats and advise stakeholders on the appropriate course of action.
- Serve as a primary liaison to departments and offices regarding information security policies, practices, standards, and incident reporting; work with departments to implement and maintain controls.
- Support and sustain cybersecurity alliances for intelligence sharing and joint response across agencies.
- Represent the City and its interests with partner agencies, including the Department of Homeland Security, Federal Bureau of Investigations, State of California departments, law enforcement, and advisory groups.
- Formulate, implement, and monitor a detailed program budget for all information security projects.
- Develop and administer up-to-date information on security policies; oversee the approval, training, and dissemination of security policies and practices; manage security and risk awareness, training, and reporting programs Citywide.
- Ensure the City complies with applicable regulatory requirements, laws, directives, policies, and customer requirements regarding information security.
- Implement new concepts and innovations using technological developments and applications to improve operations and controls.
- Provide support to the department head in the acquisition, compilation, and presentation of statistical and other data required to obtain regulatory funds for

various projects. Plan and direct research projects prepares recommendations and prepares regular reports.

- Manage business plans and coordinate design, implement, test, and validate recovery processes with other City departments to ensure the City can restore operations within set recovery time and recovery point objectives.
- Direct audit responses and cybersecurity assessments, monitoring of threat activity and alerts, and remediation of risks and alerts of high potential impact to the City across departments.
- Prepare the Infrastructure Division's budget; assist in the budget implementation and coordinate with the Innovation and Technology Department budget; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved budget.
- Provide staff assistance to all departments; meet with directors regarding ongoing or planned projects; analyze department requirements for technology-related services.
- Coordinate division activities with other departments and outside agencies and organizations; prepare and present staff and technical reports; conduct feasibility studies; evaluate the City's long-range information technology needs.
- Analyze, interpret, and report research findings.
- Supervise subordinate staff and coordinate consultants.
- Conduct systems analysis and design for new projects or systems revisions.
- Keep current on trends and innovations in Technology.
- Communicate clearly and concisely, both orally and in writing.
- Maintain a cooperative working relationship with the public, users, vendors, and City management.
- Perform other tasks as deemed necessary to the daily operation of the city
- Maintain prompt and regular attendance.
- Employee must perform any other tasks or functions deemed necessary to the daily operations of the employer.
- This position is always evolving. Therefore, the employer reserves the right to modify this job description, as necessary.

THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.

WORKING CONDITIONS: In the performance of daily activities, this position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, and bending; the ability to push, pull, drag and/or lift up to 25 pounds; normal manual dexterity and hand/eye coordination; repetitive hand movement using a computer keyboard and mouse; corrected vision to normal range; acute hearing; written and oral communication; use of standard office equipment such as computers, telephones, copiers, calculators and facsimiles; frequent contact with other staff.

EXPERIENCE AND TRAINING GUIDELINES: A combination of experience and training that would provide the required knowledge and abilities is qualifying. The incumbent must have knowledge of:

- Supervision and leadership, with the ability to delegate tasks as necessary.

- Excellent oral and written communication skills and the ability to give presentations.
- Excellent technical, problem-solving, interpersonal, and organizational skills.
- Business operations including accounting and budgeting processes.
- IT Service Management (ITSM) and IT Infrastructure Library (ITIL).
- Microsoft networking environments.
- Principles and practices of employee supervision, including work planning, review, and evaluation.
- Principles and operations of a complex networked computing environment, including web servers, databases, internet connectivity, and wide area network technologies.
- Training and relevant experience with customer support management methodologies including ITSM and other Service models.
- Information management program development.
- Research techniques, methods, and procedures.
- Municipal organizations and functions.
- Occupational hazards and standard safety practices.
- City policies and departmental work procedures and quality standards.

EXPERIENCE: A minimum of five (5) years of increasingly responsible, professional experience in the Information Technology field in a commercial or municipal government environment; this includes operations, customer support, and two (2) years of supervisory or management experience .

EDUCATION: Equivalent to a Bachelor's Degree from an accredited college or university with major coursework in Computer Information Systems or a closely related field.

LICENSES/CERTIFICATIONS: Possession of, and continuously throughout employment, a valid CA Class "C" Driver's License or equivalent.

SUPPLEMENTAL INFORMATION: Successful candidates will be required to pass a drug screening, fingerprint screening, physical examination and an abbreviated background investigation conducted by the Fontana Police Department. In addition, incumbents are required to complete a Statement of Economic Interest Form (700 Form) annually and ethics training bi-annually, pursuant to AB 1234.

Notes:

Former Classification Title: (IT) Information Technology Manager
Revision Effective Date: July 1, 2023