



DATA SERVICES MANAGER

DEFINITION

The Data Services Manager is a management level position and is responsible for assisting the Chief Information Officer in the development, coordination, implementation, maintenance, and support of a city-wide data and business intelligence service to support data-driven decision making.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Chief Information Officer. Responsibilities include direct or indirect supervision of lower level clerical and technical positions, including intern and temporary staff.

EXAMPLES OF DUTIES

Duties may include but are not limited to the following:

ESSENTIAL JOB FUNCTIONS:

Administer database management environments employing industry best practices. Design, update and install databases for new systems. Monitor and tune databases to obtain optimum performance. Optimize database systems by performing routine maintenance procedures. Install and apply database management patches and upgrades. Ensure data quality, availability, and recoverability for all City databases. Implement database back-up and recovery strategies and procedures. Provide data migration transfers and database refreshes as requested. Create and maintain user permissions, system privileges, passwords, and other security methods for securing access to database systems. Provide technical support in the planning of new database systems including hardware, operating systems, licensing, and storage requirements for new systems. Research, plan, install, configure and test new data related systems; maintain and upgrade existing systems. Locate and define new process improvement opportunities. Provide project management; develop project plans and detailed project objectives; develop and guide project timelines; assess and manage risks; manage issues. Provide advanced level support for the data, analysis, and database related issues. Identify, analyze, and interpret trends or patterns in complex data sets. Assist in the development and maintenance of database policies and procedures. Coordinate assigned functions with and provide support to other departments, other jurisdictions and agencies, and the general public. Conduct user training on a group or individual basis as needed; advise and train information systems personnel on database issues.

OTHER JOB FUNCTIONS:

Administer contracts with external service providers and act as contractor liaison. Work with vendors to ensure system operability/functionality and to ensure the success of system implementations. Maintain a fundamental understanding of technology, practices, and trends, including system development and administration. Assist in

assessing the strategic direction of information technology and in developing strategic plans for use of new technology. Conduct studies and analysis related to system administration such as disaster recovery and security audits. Develop budget input for projects, obtain approval as needed from higher authorities, and coordinate implementation plan. Promote safety in the workplace, ensure adherence to security and data confidentiality guidelines. Provide input on operational processes and procedures. Understand principles and procedures as they relate to application support within municipal environments, such as but not limited to accounting, public safety, public works, and community development. Serve in a stand-by status after regular working hours and respond to emergency call-outs as needed to maintain system operations. Make independent decisions on actions to be taken during a call-back and on when to involve other support personnel. Perform general office duties, conduct data entry, prepare and file routine reports and correspondence. Responds to IT related inquiries from outside agencies regarding City activities such as public records requests. Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service. Participate with professional groups and associations to maintain a current understanding of this highly changing occupational field. Acts as Chief Information Officer in his/her absence. Performs related or other duties as assigned.

QUALIFICATIONS:

Knowledge of:

- Current computer industry technology, practices, trends, and terminology
- Physical & virtual environments, hardware and software requirements
- Enterprise cyber security protection including firewalls, spam filter, end point patching and protection, multi-factor authentication, backup / restore solutions
- Laptop, desktop, in-vehicle solution, virtual / cloud offerings
- In-depth understanding and experience with SQL, and SSRS (SQL Server Reporting Services)
- Principals and concepts of business process and software design; relational and distributed database technology; networks and communications; and project management
- Software development methodologies and life cycle
- Software applications such as finance, human resources, utility billing, geographical information systems, and permitting.

Skill to:

- Analyze systems data and situations, identify problems, make decisions, and take appropriate action.
- Data import and export routines and report writing applications.
- Web-based application development and database integration.
- Collect, organize and analyze data.
- Troubleshoot software problems and make appropriate modifications and repairs.
- Prepare accurate correspondence, reports, diagrams, graphs, charts, exhibits, displays, and other descriptive material.
- Understanding of project management and industry wide IT practice and framework (PMP, ITIL, NIST)

- Respond appropriately, effectively, and promptly to the needs of internal and external customers using principles of good customer service.
- Conduct any data entry functions accurately and timely.
- Communicate effectively and explain software usage to computer users of all skill levels.
- Develop cooperative public relations with other City departments, businesses, and the general public

Ability to:

- Communicate effectively orally and in written format in a variety of situations and formats
- Provide guidance, supervise, and evaluate lower level technical staff to ensure optimal day-to-day operations. Ensure staff projects are completed by assigned deadlines. Understand the need for staff performance evaluation and disciplinary actions.
- Participate in the development and implementation of city-wide IT goals, objectives, policies, and priorities.
- Provide strategic direction in line with current technology.
- Procurement of software, hardware, service agreements that may include the need to negotiate and utilize public bidding process (RFP, RFQ).
- Provide training to technical staff as required for operational needs.
- Evaluate and recommend software, hardware, and services for purchase.
- Organize and prioritize work, and meet critical time deadlines.
- Work weekends, evenings, or standby, as required.
- Meet the physical requirements necessary to safely and effectively perform the assigned duties.

MINIMUM EDUCATION AND EXPERIENCE:

Education & Experience:

Education: Bachelor's degree (or the equivalent of 120 completed semester units) from an accredited college or university with major coursework in computer science, information technology, or a closely related field. Possession of specialized technical related certificates may be substituted for some required education.

Experience: In addition to education, the following experience is required: three years of experience similar to an IT Analyst position with supervisory duties.

OR

Education: Associates degree (or the equivalent of 60 completed semester units) from an accredited college or university with major coursework in computer science, information technology, or closely related field.

Experience: In addition to education, the following experience is required: A minimum of six years of experience similar to an IT Analyst position with supervisory duties, with a minimum of three years of experience held at the City of Woodland IT division.

MCSA: SQL Server certification or equivalent is highly desirable

License or Certificate:

Possession of a valid California Driver's License.

ADA COMPLIANCE

Physical Ability: Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

Other Requirements:

Sensory Requirements: Requires the ability to recognize and identify similarities and differences between shade, degree or value of colors, shapes, sounds, forms, textures or physical appearance associated with objects and people.

Environmental Factors: May be subjected to moving mechanical parts, electrical currents, vibrations, fumes, odors, dusts, gases, poor ventilation, chemicals, oils, extreme temperatures, work space restrictions, intense noises, and environmental dangers.