



CITY MANAGER'S OFFICE
CITY OF NEWARK

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POSTED: October 20, 2017

IT MANAGER

The City of Newark, Delaware is seeking a dynamic and collaborative leader to be its IT Manager. This is a management position reporting directly to the Deputy City Manager, and is responsible for the city-wide design, operation and maintenance of IT operations that operate at the forefront among municipalities. The IT Manager will supervise full-time, part-time and contractual employees, as well as management of third-party SAAS contracts. The IT Division team is comprised of seven full-time internal direct reports, broken into infrastructure and applications teams. Operations also include city-wide fiber and surveillance camera systems, support to four enterprise utilities including electric, water, sewer and stormwater plus general City operations, including public safety. Ideal candidate will have five (5) to ten (10) years of demonstrated progressive growth in professional development and responsibilities within the IT field; public sector experience a plus. A bachelor degree in a related field preferred; professional certifications supporting experience desired. Starting salary range \$82,413 - \$104,280 with an excellent benefit package.

Interested individuals can review a full job description online and must complete an application at www.newarkde.gov/jobs by **4:00 p.m. Friday, November 3, 2017**. EOE.



City of Newark, Delaware Position Classification Plan

Job Title:	IT Manager		
Employee Classification:	Management	Emergency Status:	Non-Emergency Essential
Department:	Administration	Salary Grade:	28
Division:	IT		\$82,413 - \$104,280

Nature of Work

A management position reporting directly to the Deputy City Manager. This position is responsible for the city-wide design, operation and maintenance of IT operations. The IT Manager will supervise full-time, part-time employees and contractual employees, and management of third-party SAAS contracts. Develops and administers programs and systems to support and promote high performance strategies to meet organizational needs, vision and values. This role includes aligning technology vision with business strategy by integrating business processes with the appropriate technologies.

Illustrative Examples of Work

1. Oversee and manage entire City IT operations.
2. Work as the senior IT team member to plan and coordinate both short-term and long-term system strategies, solutions and implementation.
3. Key participant in hiring of IT staff members, consultants, and City IT support services.
4. Analyze workflow, delegate projects and meet organizational goals.
5. Develop and monitor performance standard programs for IT services.
6. Work closely with all City departments and provide IT support to ensure the success of each department.
7. Formulate and administer annual IT operations budget, inclusive of support and/or management of other departmental technology capital projects.
8. Provide expert opinions on technologies that can be useful in performing City functions.
9. Perform complex, professional and economic analyses in the areas of information technology programming, staffing and applications.
10. Complete weekly reports for City Manager.
11. Complete specific reports as requested.
12. Keeps informed of current professional developments in IT field.
13. Attends meetings during the day or evening, as required.
14. Attends, facilitates and speaks at conferences, neighborhood meetings, workshops; prepares and delivers presentations; attends meetings of City Council and other commissions or committees, as requested.
15. Maintain confidentiality of data and information within the City operations, when and where applicable.
16. Represents the City with a variety of hardware and software companies.
17. Other related duties as assigned.

Employment Standards

Experience:

1. Five (5) to ten (10) years of progressive experience in the IT field.
2. Minimum five (5) years of progressive management responsibilities with direct reports and/or client management.
3. Excellent knowledge of Microsoft environment and applications, including network, servers and applications.
4. Experience and general knowledge of professional platforms and operations within the last 5-10 years.
5. The ability to communicate effectively, both orally and in writing.
6. Good judgment, integrity, thoroughness and dependability.
7. The ability to establish and maintain effective working relationships with City employees, elected officials and the general public.



City of Newark, Delaware Position Classification Plan

8. Any combination of experience and training which provides an equivalent to the minimum desirable employment standards.
9. Ability to relate and translate technical jargon into usable information for internal customers.
10. Ability to instruct employees in the use of proper work methods and techniques.

Education and Certification:

1. Possession of Microsoft certifications, preferred.
2. A Bachelor Degree in related field, preferred.

Essential Job Standards

1. Ability to sit, stand and kneel for an extended period of time in an administrative environment.
2. Ability to lift and carry related materials/parts of at least 25 pounds while utilizing proper safety measures.
3. Lift materials, as needed, overhead to complete job tasks.
4. Ability to type on a keyboard, use a mouse, and view monitors for an extended period of time in an administrative setting.

Approved By:

City Manager

10/20/17

Date