



## The City of Liberty Lake, Washington IT Manager

Updated: June 27, 2025

**VISION:** TOGETHER, we make a welcoming and flourishing community, united by the pursuit of enriching the quality of life for every resident, planning growth that respects our natural environment, and promoting a vibrant economy.

**STRATEGIC PRIORITIES:** Quality of Life & Connectedness; Public Safety & Well-being; Economic Vitality & Opportunity; Planned Growth & Infrastructure; and Public Service Excellence

**JOB TITLE:** IT Manager

**STATUS:** Exempt

**DIRECT REPORTS:** IT Technician (proposed)

**REPORTS TO:** Finance Director

**ROLE SUMMARY:** This position is responsible for the operation of the City's IT network including software and hardware and linking computer systems in various departments and divisions; Responsible for short and long range planning to ensure network and cybersecurity infrastructure are continuously functional and insulated from outside threats; Ensures that high quality support and services are provided to City employees using the network and desktop computers; Performs a variety of complex administrative, technical and professional work in coordinating, planning, organizing, and executing the development and delivery of the City's information systems.

The following description outlines the role and its alignment with The City of Liberty Lake's Mission, Vision and Values.

These lists contain the essential job duties, functions and expectations. However, these are not necessarily all-inclusive. Employees may be required to perform other duties as assigned:

### COMPETENCIES:

- I. Professional / Inter-Personal Communications: Providing information to supervisors and employees by telephone, in written form, e-mail, or in person.
- II. English Language: Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- III. Clerical: Knowledge of administrative and clerical procedures and systems such as Excel and Word, 10-key, managing files and records, designing forms, and other office procedures and terminology.
- IV. Leadership: Train and mentor IT support staff; adapt communication style to a variety of situations.

### RESPONSIBILITIES & DUTIES:

(Note: The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position.)

- A. Develops and maintains a long-range, City-wide strategic plan for information technology services; establishes, implements, maintains, and communicates information technology policies, standards, and procedures consistent with the strategic plan.
- B. Manages, supervises, and coordinates the planning, design, development and implementation of the City's information technology plan, including architectural design, systems applications, and user support services.
- C. Responsible for maintaining the overall health of the City's computer network system; manages network operations to include: troubleshooting connectivity problems; installing and maintaining network infrastructure; adding/terminating users; assigning rights and access; resetting passwords; establishing e-mail addresses; assessing and reporting operational status; performing backups and restores; etc.
- D. Maintains the City's phone system, including recommended updates, expansions to the system, making arrangements for repairs as needed.
- E. Performs technical system operations, maintenance, security and training for City Networks, financial management, Police and Court systems, Internet, personal computer, geographical information systems (GIS) and phones.
- F. Maintains a thorough knowledge of the organization and adheres to all organization standards.

- G. Manages the acquisition, installation and maintenance of the organization's local area network hardware/software.
- H. Ensures technology documents/certificates such as product registrations, SSL certificates, maintenance agreements, service contracts, etc. related to technology operations and/or technology services are evaluated, updates and processed.
- I. Implements, administrates and maintains databases.
- J. Designs, develops and maintains web-based applications including websites. Continuously improves the organization's Web site; adds new functionality and improves user ability to maintain without technical support.
- K. Ensure that quality service with an emphasis on customer satisfaction is provided to City employees using the network and desktop computers.
- L. Act as a technical expert to assist City employees with complex desktop computer hardware and software problems. Handle difficult and complex network and desktop computer and software problems that cannot be resolved by the technical support staff.
- M. Performs routine preventive maintenance on hardware, software and systems. Responsible for troubleshooting workstations, networks, software applications, phones, copiers and other technologies.
- N. Analyzes technology requirements and develops functional specifications. Conducts comparative analysis and competitive bidding when necessary.
- O. Presents and implements technological alternatives to streamline functions and improve productivity.
- P. Develops and maintains technology policies, standards and procedures manual; develops and maintains related technology checklists.
- Q. Manages technology inventory; produces, updates and administers the equipment replacement schedule for all Information Services hardware to include procurement and disposal.
- R. Ensures compliance with all software licensing agreements. Manages and safeguards software media and associated licenses. Tracks software versions. Maintains centralized software use log.
- S. Maintains documentation of the network system including installations, problems fixes and upgrades.
- T. Responsible for the discovery, mitigation and documentation of information technology risks.
- U. Ensures for the availability, continuity, confidentiality, and security of data and information pertaining to the organization.
- V. Develops, maintains, and implements network security and disaster recovery plans and related activities for information technology operations.
- W. Develops and maintains an excellent working relationship with other organizations, ensuring the organization is well received and presented professionally and positively. May interface with the public to explain how to appropriately access publicly-oriented technology used to provide information or public outreach.
- X. Oversees and participates in the development and administration of the Division's annual budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments.
- Y. Maintains liaison with equipment manufacturers and software vendors to ensure satisfactory support; supervises technical support staff in maintaining efficient operation of the City's information and communication systems.
- Z. Keeps immediate supervisor well-informed of activities and recommends corrective actions.
- AA. Other duties as assigned.

#### **MINIMUM QUALIFICATIONS:**

[Note: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, certification, licensing experience, knowledge, skill and/or ability required. A combination or accumulation of applicable work-related experience and/or education may be recognized as sufficiently meeting the pre-requisites outlined below.]

#### **Preferred Experience:**

- I. Graduation from an accredited four-year college or university with a degree in Information Technology, Computer Technology, or a closely related field.
- II. Experience: Three (3) years as an IT Manager, Chief Technical Officer (CTO), or similar director level IT position.

**Ability To:**

- A. Ability to work independently under minimum supervision, exercising initiative and judgment in a variety of complex situations.
- B. Communicate effectively, orally and in writing, and prepare and present technology related information to a variety of audiences of differing technological expertise.
- C. Ability to develop end user documentation
- D. Ability to establish and maintain effective working relationships with employees, vendors, general public and elected officials.
- E. Ability to prepare and implement long-range policies and plans specifically related to Information Systems and services.
- F. Ability to analyze problems and identify alternative solutions, predict consequences of proposed actions, and implement recommendations in support of goals.
- G. Ability to prepare clear, concise reports
- H. Ability to maintain confidentiality relating to sensitive information.

**Required Credentials:**

- A. Graduation from an accredited four-year college or university with a degree in computer science, business or a related field; and
- B. Five (5) years of progressively responsible work experience in the management of information systems or similar services, including two (2) years supervising computer or information technology functions and operations; or
- C. Combination of technical experience and/or professional training and certifications that provides the necessary knowledge, skills and abilities to perform the duties. A Master's degree in a closely related field may substitute for the required experience on a year for year basis.
- D. MCSE certification at the time of hire.
- E. Possession of a valid driver's license.

**Required Expertise & Skills:**

- I. Assess software training needs, and establish and maintain an effective training program.
- II. Communicate effectively, orally and in writing, and prepare and present technology related information to a variety of audiences of differing technological expertise.
- III. Principles and practices of information systems and resource management in a LAN/WAN environment, including Internet and e-commerce technologies, trends, and capabilities in a public sector environment.
- IV. Networking architecture, management theory, methodologies, protocols, and techniques.
- V. Operational characteristics of data, voice, and wired/wireless information technology equipment, peripherals, and various platforms.
- VI. Knowledge of DOS, MS Windows, UNIX environments and Linux operating systems and integrated financial systems.
- VII. Programming languages and techniques and relational database design and maintenance.
- VIII. Use of Transmission Control Protocol/Internet Protocol packages (TCP/IP).
- IX. Knowledge of spreadsheet, word processing and database software applications.
- X. Knowledge of fundamental programming theories.
- XI. Principles and practices of project management related to information technology services.
- XII. Skill in the operation of the listed equipment.
- XIII. Advanced skill in the use of personal computer hardware and software.
- XIV. Skill in the installation and maintenance of network hardware and operating systems.
- XV. Research, analyze, and evaluate new technologies and service delivery methods, procedures, and techniques, do cost benefit analyses, and determine the feasibility of integration with the City's existing and planned systems.
- XVI. Plan, manage, oversee, and implement multi-faceted, complex, multi-phase information technology projects.
- XVII. Considerable knowledge, skill and ability in the principles and practices of excellent customer service; ability to meet and deal with internal customers and the public while responding to customers in a friendly, pleasant and professional manner; ability of handle stressful situations while establishing effective working relationships with employees, supervisors and the general public; ability to maintain a professional, courteous, and pleasant demeanor in difficult, stressful situations while diplomatically dealing with difficult people.
- XVIII. A key value of the City is customer service. This position requires considerable knowledge, ability and skill in the principles and practices of excellent customer service as practiced in both the private and public sectors. It requires the ability to effectively meet and deal with the public; the ability to handle stressful situations; the ability to greet and respond to customers in a friendly, pleasant and professional manner using appropriate inflection, grammar and syntax; the ability to establish and maintain effective working relationships with

employees, supervisors, and the general public; the ability to maintain a professional, courteous, and pleasant demeanor in difficult and stressful situations; and the ability to diplomatically deal with difficult people. A willingness to expend extra effort to help the public find answers or information relative to their inquiry or complaint is expected.

## **PHYSICAL DEMANDS & WORK ENVIRONMENT**

[Note: The physical demands 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.]

- I. Constant Demands: Sitting, talking, hearing, seeing.
- II. Frequent Demands: Standing, walking, carrying files and boxes, twisting above the waist, and reaching (knees to shoulder and above shoulder), bending at waist, repetitive hand and arm motion, and fine finger manipulation in the use of a computer.

## **EEO STATEMENT**

The City of Liberty Lake is an Equal Opportunity Employer. The City of Liberty Lake does not discriminate based on race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status, or any other basis covered by appropriate law. All employment is decided based on qualifications, merit, and business need.

## **STATEMENT OF INTENTION AND ACKNOWLEDGEMENT:**

The above statements are intended to describe the general nature and level of work being performed by the individual assigned this position. This job description is not intended to be an exhaustive list of all responsibilities, duties, and skills of the personnel in this position.

I have read and accept the duties and responsibilities as outlined. I have also been given the opportunity to discuss any questions or concerns regarding any or all the above directly with my supervisor prior to signing this document. Further, I agree to notify my supervisor immediately if I am unable to fulfill any or all the duties as outlined above.

I understand that the City of Liberty Lake reserves the right to revise or change this job description as the need arises.

I have reviewed this job description and received a copy.

Incumbent Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print name: \_\_\_\_\_