

**City of Sallisaw  
Job Description**

**Job Title: IT Manager**

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**Exempt (Y/N):** Yes  
**Date:** January 2023

**Department:** Information Services  
**Reports To:** City Manager

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**SUMMARY**

The IT Manager is a highly responsible position, responsible for city's government and public safety computer network needs, as well as the city's fiber optic telecommunications systems. The incumbent must possess initiative and drive; have broad relevant technical knowledge, management expertise and excellent written and verbal communication skills. Responsible for planning, organizing and supervising all technical operations of the city's networks, including but not limited to, cable television, Internet, telephone and data systems. Is responsible for the design and planning of network infrastructure to support new applications and technologies.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include, but are not limited to, the following. Other duties may be assigned.

1. Supervises the operations of the Information Services and Telecommunications departments.
2. Identifies and evaluates the needs of the city's information and fiber networks.
3. Ensures all city networks are operating at optimal levels.
4. Routinely works in the field to support planning, installations, troubleshooting and daily testing of the city's networks.
5. Ensures all city data is properly backed up on a daily basis. Also ensures this data can be readily re-installed in case of emergency.
6. Ensures all city networks are properly secure and meets industry standards for security.
7. Supervises emergency fiber restorations as needed, including the planning of permanent repairs as necessary.
8. Performs research on various needs of the city's networks.
9. Reviews, plans, coordinate and completes contract requirements of DiamondNet video programming, telephone and Internet services. Works with Director of Finance, consultants and the City Manager to ensure all contract needs are met.
10. For the DiamondNet system, ensures all Federal and State reporting requirements are met and completed in a timely manner, satisfying all established deadlines.
11. Assists in the review and implementation of rates established for DiamondNet services.

12. Prepares budgets and correspondence which deals with the telecom system.
13. Supervises the ordering, acquisition, inventorying and disposition of computer hardware and software within budgeted amounts.
14. Work closely with third party service providers to ensure service reliability.
15. Is responsible for assigned projects through completion, including quality control of contractor work to ensure that project deadlines are met and comply with the specifications of the City. Provides regular status reports of projects to the City Manager.
16. Develop training manuals or information papers that will provide "how to" information for city employees.
17. Attend classes/conferences that provide ongoing training on network maintenance, improvements, and upgrades.
18. Assigns work tasks, maintains records, monitors work schedules.
19. Ability to work outside normal working hours, including weekends and holidays, as needed. Report to work as needed in emergency situations.
20. Appear for scheduled work with regular, reliable, and punctual attendance.
21. Other duties that may be assigned.

### **QUALIFICATIONS**

The incumbent must have extensive knowledge of electronic data processing and management systems, and of the technical aspects of computer operations; documented working experience with Microsoft Windows Environments, including MS-SQL and Microsoft Exchange, Internet Information Server, Microsoft Office and Office 365 and other applications associated with general city governments; experience with Microsoft windows configuration, installation, maintenance, support and troubleshooting of TCP/IP networks, supporting computers, VoIP and other systems. Thorough knowledge of all aspects of CATV, VOIP, and Internet technology, Ability to use computers and sophisticated software, experience in fiber optic installation and splicing; At least two years of supervisory experience.

The incumbent must also be willing to work outside normal working hours, including weekends and nights and be available for call outs after hours; must have excellent interpersonal skills, including the ability to have a pleasant, courteous, and business-like appearance and approach in dealing with city staff and customers.

Must possess a valid Oklahoma driver's license.

### **EDUCATION AND EXPERIENCE**

Graduation from a college or university with a bachelor's degree in computer science or related field, or eight years or more of increasingly responsible experience involving government or business information technology services, and/or fiber optic network

operations. Satisfactory completion of, or ability to complete, CompTIA A+ and Network+ certifications courses and exams or other comparable certifications.

Computer networking experience shall consist of experience with operating systems, application software, personal computers, local area networks, wide area networks, wireless networks, phone networks, cellular devices, servers, laptops, projectors, smart boards, printers, routers, switches, hubs, networking cable, fiber optic cable, small tools, and standard office equipment.

#### **SUPERVISORY RESPONSIBILITIES:**

Supervises employees of the department(s). Carries out supervisory responsibilities in accordance with the city's policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning, and directing work; reviewing performance; rewarding and disciplining employees; addressing complaints and resolving problems.

#### **LANGUAGE SKILLS**

Ability to: Read, analyze and interpret technical manuals and procedures, business periodicals, professional journals, regulatory requirements and procedures; ability to write reports, business correspondence, and procedure manuals; ability to communicate clearly and concisely, orally and in writing; ability to respond to questions from employees, clients, customers and the general public.

#### **INTERNAL AND EXTERNAL COMMUNICATION**

Position requires the ability to communicate in a clear and straightforward manner both orally and in writing. Must be able to maintain a cooperative working relationship with other departments and personnel of the city.

#### **MATHEMATICAL SKILLS**

Ability to: Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rates, ratios, and percentages.

#### **REASONING ABILITY**

Must have the ability to define problems, collect data, establish facts, and draw valid conclusions. Must be able to read and interpret technical manuals and statistical data. Must be able to deal with several abstract and concrete variables.

#### **PHYSICAL DEMANDS**

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.

While performing the duties of this position, an employee is regularly required to walk, stand, sit, talk and hear (in person and by telephone). Must be able to use hands and fingers to handle and feel, as well as operate standard office equipment. Must be able to climb step stools and ladders; and reach with hands and arms. Must be able to lift and

carry at least 50 pounds. Frequent reaching above shoulder level as well as bending and kneeling. Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate office equipment as necessary during the course of the work assignments.

### **WORK ENVIRONMENT**

The work environment characteristics 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.

Employee works under typical office conditions, and the noise level is moderately quiet. Occasionally the employee is required to work outside in inclement weather, climb ladders, and work in confined spaces under extreme heat or cold. May be at risk of electrical shock. Occasionally exposed to loud or prolonged noise levels. Employee may be called to work after hour.

\*\*A pre-employment drug test is required.

Approved:  \_\_\_\_\_  
City Manager

Date: 1/13/2023

Date Modified: 1/2/2023