Position Summary

Provides leadership and management for the League of California Cities information systems technology and functions. Plans, organizes, directs, designs, supports, and reviews information technology activities in performing technology functions including, but not limited to: network management and administration; telecommunications and wireless technologies; application management; data and systems management and administration; customer service and user support; project management; technical training coordination; security; assures compliance with applicable laws, ordinances, codes, and policies; and data network infrastructure design, operation and management. Duties include, but are not limited to:

- Developing and implementing information systems technology protocol and policies.
- Assists in formulating, implements short-term and long-term goals, and plans to improve the efficiency and efficacy of IT services and programs.
- Plan for future technology needs and recommend appropriate modifications and upgrades for all aspects of the organization.
- Interfacing daily with various stakeholders and constituents, including senior leadership, board members, and elected leaders.
- Manages the implementation of Cal Cities major information technology projects and initiatives.
- Coordinating with the other functions of Cal Cities at strategic and tactical levels.

Responsible for confidential corporate information, including strategic plans, financial information, risk management situations, and employee information.
**Essential Duties and Responsibilities**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Information Technology**

1. Manage and maintain computer network security and data security, including business continuity, disaster preparedness, anti-spam, anti-virus, access control, and intrusion prevention.
2. Manage and maintain computer network infrastructure including; server hardware, virtual server environment, Firewalls, Wi-Fi access points, cabling, network switches and routers, and network devices such as printers, copiers, scanners, cameras.
3. Manage and maintain end-user computer hardware, software applications, and mobile devices.
4. Manage and maintain business software applications, including, but not limited to, Exchange email system, listservs, remote access, membership forums, accounting software, association management system (AMS).
5. Manage Association Management System and maintain membership data structure. Work closely with vendor programmers and developers to upgrade/maintain system.
6. Engages collaboratively with internal staff and external experts to develop and implement strategies to ensure the organization remains on the cutting edge of technological applications.
7. Identifies needs and provides training, guidance, advice and conducts workshops for staff as "resident expert" on a broad range of topics within span of expertise.

**Organizational strategy**

1. Works with various staff to develop and maintain a strategic perspective–based on member needs and satisfaction–in organizational direction, program and services, and decision-making; and ensures the overall health and vitality of Cal Cities.
2. Develops and coordinates means to seek regular input from Cal Cities' key constituencies regarding the quality of programs and services.
3. Helps formulate and administer policies to ensure the integrity of Cal Cities.
4. Acts as an internal consultant to bring attention and solutions to institutional priorities.
5. Employs strategies and approaches to ensure and improve inclusion, diversity and equity-based outcomes within the organization and across Cal Cities policies, programs, and services.

**Managing**

1. Provides direction, guidance, and support to bring out the best from a diverse team of staff operating under tight deadlines and often-changing priorities.
2. Maintains a climate that attracts, retains, and motivates top quality personnel.
3. Recommends staffing levels and hiring, disciplinary, and terminations actions.
4. Ensures effective management within the information technology function, with provision for succession.
5. Manage key vendor relationships for IT services; establish criteria for vendor performance, monitor and manage vendor performance and deliverables. Create requests for proposals, interview potential vendors, manage vendor
costs, and review vendor agreements; keep current on the IT services marketplace.

**General**
1. Works beyond Cal Cities normal 8:30 a.m. to 5 p.m. Monday through Friday business hours when necessary to participate in meetings, meet deadlines, perform duties, and accomplish tasks and goals.
2. Performs other duties as required.

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**Job Qualifications**

**Knowledge/Skills:**
- Advanced knowledge and expertise related to information technology systems, security, development, and related fields.
- Advanced principles and practices of business systems applications, databases, and operating systems commonly used on desktop computers and networked systems.
- Advanced principles and practices of computer, business, or telecommunications operations, including operating systems and software products; principles and practices of local area networks (LAN) and wide area networks (WAN).
- Advanced principles and practices of software and hardware installation and repair.
- Advanced principles, practices, methods, and techniques of providing customer service and providing technical and functional support to personnel.
- Methods and techniques of modern office business software programs, recordkeeping, report preparation, technical documentation, and writing.
- Strong creative, strategic, analytical, and organizational skills.
- Experience developing and managing budgets, and hiring, training, developing, supervising, and appraising personnel.
- Principles of office management, budgeting, administration, and supervision.
- Principles of problem identification, analysis, and resolution.
- Principles of centralized information and data-based record keeping systems.
- Principles of institutional management.
- Principles of effective writing and verbal presentations, including public speaking.
- Principles of board and committee administration.
- Principles of organizational behavior and conflict resolution.
- Commitment to working with shared leadership and in cross-functional teams.
- Excellent oral and written communications skills, including the ability to articulate complex messages to a diverse constituency.
- Ability to work independently and responsibly while managing numerous projects simultaneously.
- Act with integrity in all related Cal Cities business.
- Exceptional interpersonal and management skills to interact with executive management, staff, members, vendors, and cross-functional teams.
• Ability to define problems, gather data, establish facts, and draw valid conclusions.
• Capability to identify and organize departmental and organizational priorities.
• Sustain a positive, “can-do” attitude and commitment to customer service for both internal and external customers.
• Respond immediately to changes, demands and workload in a positive and pleasant manner.
• Establish and maintain effective work relationships with those contacted in the performance of required duties.
• Be self-supervising and independently follow through on necessary tasks.
• Perform duties with professionalism, both individually and as a member of a team.
• Be flexible while performing multiple activities.
• Interpret and apply Cal Cities policies, procedures, guidelines, rules, and regulations.
• Travel as needed to perform duties and advance organization goals and objectives.

Experience and Training
Bachelor’s degree in computer science or a related field. Master’s degree in a related field is highly desirable. Five (5) years of progressively responsible experience with demonstrated success in system administration, IT program design, or a combination of education and experience, which provides the required knowledge, skills, and abilities.

Physical Demands and Work Environment
The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in a business office setting. Tasks require variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, reaching and moderate lifting. Regular and consistent in-person interaction and continuous talking, hearing, and seeing required in the normal course of performing the job. Common eye, hand, finger dexterity required to perform some essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving. Infrequent automobile and airline travel required in normal course of job performance.

Equipment Used

<table>
<thead>
<tr>
<th>Computer, keyboard, mouse</th>
<th>Copier</th>
<th>Scanner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printer</td>
<td>Telephone</td>
<td>Smart Phone &amp; Similar Devices</td>
</tr>
<tr>
<td>Automobile</td>
<td>Current office applications</td>
<td></td>
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