INFORMATION SYSTEMS MANAGER

Class Code: 1409
Open Date: 06-27-14

NOTE:

For information regarding reciprocity between the City of Los Angeles departments and LADWP, go to http://per.lacity.org/Reciprocity_CityDepts_and_DWP.pdf.

DUTIES

An Information Systems Manager plans, organizes and directs the work of employees of a major section performing information systems work; defines the scope and tasks of project activities and reviews and reports activity status to management; assists in development of budgets and intermediate and long-range plans; assists in the formulation and organization of information systems training programs; in the Department of Water and Power, manages communication liaisons with customer business/user units; applies sound supervisory principles and techniques in building and maintaining an effective work force; and fulfills equal employment opportunity responsibilities.

REQUIREMENTS

Two years of full-time paid supervisory experience in a position at least at the level of Programmer Analyst V, Systems Programmer III, or Senior Systems Analyst II which provides experience in the analysis, design, implementation, operation or maintenance of computer based information systems, network, and computerized data and/or software.

NOTE:

1. **Candidates must achieve a passing score in the qualifying Training and Experience Evaluation in order to be called for the subsequent portions of the examination.**
2. **In addition to the regular City application, all applicants must complete an Information Systems Manager Training and Experience Questionnaire at the time of filing. The Information Systems Manager Training and Experience Questionnaire is located within the Supplemental Questions Section of the City application. Applicants who fail to submit the City application form and the Training and Experience Questionnaire together will not be considered further in this examination and their application will not be processed.**
3. Applicants who lack six months or less of the required experience may file for the examination. However, they cannot be appointed until the full experience requirement is met.

SELECTIVE CERTIFICATION

In accordance with Charter Section 1010 (b) and Civil Service Rule 5.31, selective certification will be used for some positions that require special skills and/or training in one or more of the following areas. Only persons possessing the following experience may be considered for appointment to fill such positions.

1. Two years of full-time paid experience in Project Management for projects with ten or more project staff and greater than six months in duration; **or**
2. Three years of full-time paid experience in application development/support, of which at least two years must have been supervising programming staff who utilize application development tools including but not limited to JAVA, .NET, C++, Python, Adobe ColdFusion, COBOL, IBM CICS, DB2, Oracle, MS SQL Server, Macromedia Cold Fusion or other published City-standard Web tools, or an integrated programming development suite similar to Microsoft Visual Studio, .NET Framework; **or**
3. Three years of full-time paid experience in security planning/support such as development of security policies and standards, intrusion detection systems, network firewall solutions, security vulnerability assessments, or developing and applying policies and standards to networked computers using a centralized management tool; **or**
4. Three years of full-time paid experience in enterprise server configuration or management including but not limited to operating systems such as LINUX, MS Windows Server, UNIX, VM, IBM Z/OS, OS/390, DB2, CICS, IMS, SNA, VTAM, or NCP; **or**
5. Three years of full-time paid experience managing application, file and print, web (intranet, Internet), database, remote access, and/or communication servers which use Linux, Netware, or MS server and advanced server operating systems such as the JAVA 2 Enterprise Edition; **or**
6. Three years of full-time paid experience in Engineering systems such as GIS, CADD, or SCADA.

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

Applications will only be accepted on-line. **When you are viewing the on-line job bulletin of your choice, simply scroll to the top of the page and select the "Apply" icon.** On-line job bulletins are also available at http://agency.governmentjobs.com/lacity/default.cfm?promotionaljobs=1 for Promotional Examinations.

NOTE:

Applicants are urged to apply early to ensure you have time to resolve any technical issues you may encounter.

APPLICATION DEADLINE

Applications and Information Systems Manager Training and Experience Questionnaires must be received by <u>**THURSDAY, JULY 10, 2014.**</u>

SELECTION PROCESS

Examination Weight: Training and Experience Questionnaire . . . . Qualifying
                                   Writing Exercise . . . . Advisory
                                   Interview 100%

The examination will consist of a qualifying Training and Experience Questionnaire, advisory writing exercise, and an interview. In the qualifying Training and Experience Questionnaire, candidates may be evaluated on their experience, professional background, personal qualifications and abilities, including knowledge of: information systems operations; business requirements gathering; system design, development, and implementation; system maintenance including procedures for change control and its impact on staffing, work load and resources; work areas and their responsibilities; data privacy and security issues; and the ability to monitor and evaluate progress of projects; make decisions regarding administrative and technical problems; make recommendations to supervisors; communicate effectively in writing; and other necessary skills, knowledge and abilities.

The qualifying Training and Experience Questionnaires and City employment applications of all candidates will be submitted to an expert review panel for evaluation. The expert review panel will assign a numeric score to each candidate based on an assessment of each candidate's qualifications as described on the qualifying Training and Experience Questionnaire.

Passing Score for Qualifying Test

The passing score for the qualifying test will be determined by Personnel Department staff after the qualifying test is administered. Consideration will be given to the number of candidates taking the test and the existing and anticipated number of vacancies, such that there are a sufficient number of eligibles on the list to satisfy current and future vacancies for the next two years. **Therefore, the passing score for the qualifying Training and Experience Questionnaire may be set either above or below 70%.**

All candidates who pass the qualifying test will be invited to participate in the interview.

In the interview, emphasis may be placed on the nature and adequacy of the candidate's experience and professional qualifications as they have provided the technical and administrative background required to manage information systems operations, development, maintenance and deployment, including knowledge of: business requirements gathering; system design, development, and implementation; components of system design, including programming languages, data base, and security technology; capabilities of servers and different software; trends in the information systems industry; service management concepts such as Information Technology Infrastructure Library (ITIL); data privacy and security issues; supervisory principles and practices; relevant City and Personnel Department rules, policies and procedures, including Equal Employment Opportunity responsibilities; delegation and motivation of staff; safety standards and procedures; and the ability to plan the work of a group; monitor and evaluate progress of projects; identify business needs and develop, plan, and manage projects; make decisions regarding administrative and technical problems; make recommendations to supervisors; plan and conduct meetings; orally communicate with individuals, groups, and information system users in a clear and convincing manner; deal tactfully and effectively with others; and other necessary skills, knowledge and abilities.

On the same day as the interview, candidates will be required to respond to an advisory writing exercise related to the duties and responsibilities of an Information Systems Manager. This material will not be separately scored, but it will be presented to the interview panel for discussion with the candidate and consideration in the overall evaluation of the candidate's qualifications. Candidates who fail to complete the advisory writing exercise may be disqualified. Candidates may anticipate that PCs (personal computers) will be made available to type their advisory exercise responses.

Candidates will be notified later by mail of the time and location of the interview, which will be held in Los Angeles. It is anticipated that the interviews will begin during the period of **NOVEMBER 3, 2014 TO NOVEMBER 14, 2014**.

NOTES:

1. This examination is based on a validation study.
2. Appointment to this position is subject to a one-year probationary period as provided by Section 1011 of the Los Angeles City Charter.
3. Promotional candidates will accrue seniority credit at the rate of 0.10 of a point for each year of service in those City classes which provide qualifying experience for this position. A maximum of one point will be added to the score of the candidates.
4. As a covered entity under the Fair Employment and Housing Act and Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and upon request, will provide reasonable accommodations to ensure equal access to its programs, services, and activities. To request a disability accommodation, please complete the Disability Accommodation Form within 14 calendar days of the submittal of the City application. The Disability Accommodation Form can be obtained at http://per.lacity.org/exams/verify_disability.pdf.
5. Applications are accepted subject to review to ensure that minimum qualifications are met. Candidates may be disqualified at any time if it is determined that they do not possess the minimum qualifications stated on this bulletin.
6. A final average score of 70% on the interview portion of the examination is required to be placed on the eligible list.
7. You must have received a regular appointment to a City position or be on a reserve list to file on a promotional basis.

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**THIS EXAMINATION IS TO BE GIVEN ONLY
ON AN INTERDEPARTMENTAL PROMOTIONAL BASIS**

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