

CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

CLASSIFICATION

TITLE: Internet Services Manager

CLASS CODE: 1368

GENERAL DESCRIPTION OF DUTIES:

Incumbents in this classification are responsible for the development, operation and delivery of City information and services via the web sites as well as the selection, installation, maintenance, and tuning of server hardware and software operated by the City.

DISTINGUISHING CHARACTERISTICS:

This is an advanced-level managerial classification in the Data Processing Series – Data Processing Management Group job family within the City of St. Louis. Incumbents within this classification perform complex duties with a variety of related tasks. The distinguishing characteristics of this classification within the series include acting as an official representative of internet services for the City of St. Louis.

Incumbents work under administrative direction. They are free to plan, direct and organize all phases of work necessary for its completion within broad program guidance. They direct the activities of the web team and contractors for site design, interface design, service delivery for transactions, process management for online service delivery and all other aspects of delivery of online services and information. Incumbents generally report to an executive level administrative official.

This class contains positions whose incumbents are delegated on a regular and recurring basis with full authority to integrate and coordinate a group of dissimilar functions, all contributing to a common objective. Positions in this class are held accountable for the work performance of subordinate positions. This level of work interprets and explains individual and collective objectives set by senior management from overall goals to subordinate staff.

EXAMPLES OF WORK (illustrative Only):

(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)

Directs City-wide activities for web content development and delivery with emphasis on online delivery of transaction services (e-government) for the public.

Leads and promotes Internet-related projects; manages projects including tracking, monitoring, troubleshooting and reporting.

City of St. Louis
Internet Services Manager

Schedules all web and application development work with various web staff.

Tracks all project deadlines and communicates this and other vital project information to the web development team.

Organizes and prioritizes projects, assigns daily tasks and manages task workload for the web development staff in order to complete projects within agreed upon constraints.

Contributes to the formulation and justification of budgetary requests for the web development operations.

Determines and requests staff, material and equipment needs required for implementation and improvements.

Works closely with the database programmers in city departments to ensure that the "back-end database systems" supporting online services are robust, manageable and useful to City customers

Serves as project coordinator and liaison regarding deadlines, project status, project scope, content needs, and staffing and other requirements.

Serves as primary web team interface to other sections within the department and to other constituents.

Evaluates and assesses the results of work accomplished by the web development staff to ensure quality.

Develops and implements web design standards and guidelines for city web site.

Researchs, determines and make recomendations for the most appropriate web content management system.

Coordinates with all City departments to ensure that site content and services conform to design standards and guidelines.

Works with departments and other stakeholders to develop web site plans and timelines.

Works with other departments to identify new and innovative applications to better serve the public.

Performs other related duties incidental to the work described herein.

KNOWLEDGE, SKILLS AND ABILITIES:

Data Utilization:

Requires the ability to perform mid to upper-level data analysis including the ability to coordinate, strategize, systematize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and overseeing the execution of these decisions.

Human Interaction:

Requires the ability to manage and direct employees, which may include web application developers, graphic and web designers, web-based GIS specialists, multimedia application developers, and outreach/communication staff. Oversees and controls employee discipline, selection and allocation, and planning of human resources. Requires the ability to work collaboratively with other department managers, professional staff, and other stakeholders which may include network administrators, security administrators, server administrators, content developers, multimedia professionals, community leaders, etc.

Equipment, Machinery, Tools and Materials Use:

Requires the ability to understand basic operations and make simple but continuous adjustment on equipment, machinery and tools such as web servers, digital projectors, digital cameras, hand-held devices, computers, laptops, scanners, and other office equipment, and/or materials used in performing essential functions.

Good working knowledge and understanding of primary tools used for web site development and maintenance which may include Cold Fusion (Server and Studio), MS Windows 2000 and NT servers, Homesite, Dreamweaver, PhotoShop 6.0, Adobe Illustrator, and Adobe Acrobat 5.0.

Verbal Aptitude:

Requires the ability to utilize a variety of reference, descriptive and advisory data and information such as purchase requisitions, status reports, contracts, technical operating manuals, procedures, and non-routine correspondence.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages, and decimals; Requires the ability to perform basic algebraic and geometric operations; ability to interpret descriptive statistics.

Functional Reasoning:

Requires the ability to apply principles of logical or synthesis functions involving planning and directing of interrelated activities or multiple departments. Ability to deal with several concrete and abstract variables in working out approaches to major problems.

Situational Reasoning:

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or multiple programs.

Environmental Factors:

Work is normally performed in an office environment under generally safe and comfortable conditions where exposure to irate individuals poses a very limited risk of injury.

Physical Requirements:

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects weighing five to ten pounds, such as office supplies and computer equipment.

Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements:

Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks, such as evaluating software applications.

The City of St. Louis is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of St. Louis will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.