Human Resources
505.468.1500
415 Silver, 5th Floor
Albuquerque, New Mexico 87102
HR@bernco.gov
www.bernco.gov

# Information Technology Manager

| JOB CODE | JOB FAMILY | PROFILE |
|---|---|---|
| **JCM414** | **Information Technology** | **Information Technology Manager** |
| **PAY TYPE** | **PAY RANGE** | **REVISION DATE** |
| **Salary** | **$81,557.00 - $126,381.00** | **August 25, 2026** |

The Information Technology Manager provides strategic leadership and operational oversight for the County's technology ecosystem. This role is accountable for aligning IT initiatives with organizational goals, driving digital transformation, and ensuring secure, scalable, and innovative technology solutions. The manager leads multidisciplinary teams across application development, business applications, enterprise resource planning (ERP) systems, network and cloud infrastructure, database administration, cybersecurity, customer solutions and services, and emerging technologies. Supervises staff through hiring, training, performance assessment, coaching, discipline, and termination actions.

## FUNCTIONAL AREA

## INFORMATIONAL TECHNOLOGY

Develop and execute IT strategies that support business objectives, compliance requirements, and risk management. Champion modernization initiatives, including cloud adoption, automation, and integration of advanced analytics. Implement robust security frameworks and ensure adherence to data protection standards. Oversee IT service management, optimize processes, and ensure high availability and reliability of systems. Foster a culture of innovation, continuous learning, and collaboration; manage hiring, and coaching. Negotiate contracts, manage vendor relationships, and collaborate with internal stakeholders to deliver value-driven technology solutions.

## ASSESSOR'S OFFICE

The Information Technology Manager provides strategic and tactical IT planning, oversight, and implementation for the Assessor's Office. This position designs and modifies IT systems to address complex, resource-constrained problems; manages CAMA (Computer-Assisted Mass Appraisal) and GIS (Geographic Information System) integration; and oversees all related applications and technical personnel. The manager ensures systems meet department needs and aligns with County standards.

# Job Description

## DUTIES AND RESPONSIBILITIES

### FUNCTIONAL AREAS

### INFORMATIONAL TECHNOLOGY

- Supervise a group of IT professionals; assign tasks, schedule work, provide resources, monitor quality and performance, and take disciplinary action as needed.
- Oversee employees performing application development, system administration, network support, and related IT functions.
- Review and approve system enhancement plans, work orders, consultant invoices, and procurement documents; manage consultant agreements; stay updated on new regulations and technologies; and implement standards and procedures.
- Perform complex IT analysis and systems work as a working supervisor.
- Develop and recommend unit goals, policies, and procedures; plan and prioritize work for the team; maintain documentation and recommend staffing changes.
- Assist in managing budgets for the unit or assigned projects; track expenses and research new technology costs; prepare reports and recommendations.
- Lead quality assurance efforts and resolve complex technical issues that affect operations.
- Manage large-scale IT projects involving diverse teams and resources; define project scope with clients; oversee budgets, vendor compliance, testing, and quality control.
- Identify training needs and ensure staff development.
- Prepare reports, correspondence, and other materials; participate in meetings, committees, and professional development activities.
- Maintain confidentiality of sensitive records and decisions.
- Note: Not all positions include every duty listed; time spent on tasks determines position allocation.
- *The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.

## ASSESSOR'S OFFICE

- Provide technical oversight of staff using project plans and supervision; assign, monitor, and evaluate project activities; test database systems for quality and performance.
- Monitor and maintain documentation and procedural standards for IT systems; develop and enforce data management procedures.

- Manage and revise systems as needed; oversee the database environment to ensure high availability; implement and test database structures and tools.
- Manage GIS integration with the CAMA system to support appraisal and business operations.
- Coordinate GIS and CAMA mapping integration for accurate and timely public data delivery.
- Maintain direct involvement in daily operations to ensure effective CAMA and related system support.
- Initiate, review, and recommend IT projects to improve operations.
- Meet with vendors to identify service needs; lead or participate in the design, development, and delivery of IT products; assist in vendor negotiations.
- Monitor vendor performance to ensure compliance with County and department standards; define project scope with stakeholders; manage project resources, testing, and quality assurance.
- Coordinate department IT needs with the County IT division.
- Establish and manage staff training programs in technical areas.
- Maintain IT security standards and support the development of internal specifications.
- Prepare reports, correspondence, and documentation; participate in meetings, committees, and training activities.
- Maintain confidentiality of sensitive records and decisions.
- Note: Not all positions include every duty listed; time spent on tasks determines position allocation.
- *The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.

## MINIMUM QUALIFICATIONS

- Bachelor’s degree in Computer Science, Information Systems, or a related field.
- Nine (9) years of work experience in general operations, services, concepts, terms, and activities common to a comprehensive, state-of-the-art information systems program.
- Two (2) years in a managerial role.

*Any equivalent combination of related education and/or experience may be considered for the above requirements.

## SUPPLEMENTAL INFORMATION

### SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer medical examination and background check.
- Adherence to all County safety policies and procedures.
- Completion of FEMA training(s) as assigned to the position.
- Completion of required supervisory training, if applicable.
- Possession of a valid New Mexico driver's license may be required, depending on assignment.

## WORKING CONDITIONS

- Work is primarily performed in an indoor office environment, with occasional travel to off-site locations.
- Work environments may involve exposure to noise, dust, unpleasant odors, or confined spaces.
- Evening, weekend, and holiday work may occasionally be required.

## EQUIPMENT, TOOLS AND MATERIALS

- Employee works with computers, connectors, printers, cables, terminals, personal computers and peripheral equipment including various software.
- Various forms of paperwork are handled in performance of essential job duties.
- Occasional use of a county vehicle.