



POSITION TITLE: INFORMATION TECHNOLOGY (IT) MANAGER

REPORTS TO: IT DIRECTOR/ CITY MANAGER

OPENING DATE: 01/30/2026 CLOSING DATE: 02/12/2026

SALARY: DOQ FLSA STATUS: EXEMPT EMPLOYMENT TYPE: FULL TIME

DFWP/ EOE

Job Summary

The Information Technology (IT) Manager assists the IT Director in the administration, support, and maintenance of the City's technology systems and digital platforms. This position provides hands-on technical support and does not supervise staff. The IT Manager supports enterprise software systems, including Tyler Technologies and TrakIt, and manages the City's website to ensure it is secure, accurate, and compliant with applicable accessibility (ADA) standards.

Essential Duties and Responsibilities

- Assist the IT Director with daily IT operations and departmental technology needs
- Provide direct, hands-on technical support for hardware, software, network, and telecommunications systems
- Administer and support municipal software systems, including:
 - Tyler Technologies (financials, ERP, utility billing, HR/payroll, records, and related modules)
 - TrakIt (permitting, licensing, inspections, and code enforcement software)
 - Agenda management, records management, and document imaging systems
 - Email, collaboration, and productivity platforms
- Manage and maintain the City's website, including content updates, page creation, document posting, and routine maintenance
- Ensure the City's website complies with ADA and applicable accessibility standards (e.g., WCAG), including monitoring, testing, and corrective actions
- Coordinate with departments to ensure website content is accurate, accessible, and compliant with public records and retention requirements
- Manage website content management systems (CMS), user permissions, and security settings
- Support online forms, public-facing services, and integrations related to City systems
- Assist with system integrations and data sharing between Tyler, TrakIt, the website, and other City systems
- Manage user accounts, permissions, and role-based access as directed
- Support cybersecurity efforts, including antivirus protection, backups, access controls, and disaster recovery procedures
- Assist with software updates, patches, licensing, and renewals
- Coordinate with vendors and consultants under the direction of the IT Director, including website accessibility and hosting providers
- Assist with IT projects, system implementations, upgrades, and migrations

- Provide training and guidance to City staff regarding website content standards and accessibility best practices
- Maintain system documentation, procedures, inventories, and website standards
- Provide after-hours or on-call support as required
- Perform related duties as assigned

Supervision

- This position does not supervise employees.
- Work is performed under the general supervision of the Information Technology Director and City Manager

Knowledge, Skills, and Abilities

- Knowledge of municipal IT systems and public-sector technology environments
- Experience with website content management systems and public-facing digital platforms
- Knowledge of ADA and web accessibility standards (WCAG) and best practices
- Experience supporting Tyler Technologies and TrakIt preferred
- Strong troubleshooting, organizational, and customer service skills
- Ability to communicate technical and accessibility requirements clearly to non-technical users
- Ability to maintain confidentiality and handle sensitive information

Education and Experience

- Bachelor's degree in Information Technology, Computer Science, or related field (preferred)
- Three (3) years of IT experience, preferably in a municipal or public-sector environment
- Equivalent combination of education, training, and experience may be considered

Certifications (Preferred)

- CompTIA Network+, Security+, or equivalent
- Accessibility or web-related certifications
- Microsoft, cloud or systems administration certifications
- Accessibility or cybersecurity related certifications

Physical Demands & Work Environment

- Ability to sit, stand, and work at a computer for extended periods
- Ability to lift and move IT equipment (up to 40 pounds)
- Occasional after-hours work for system maintenance or emergencies
- Ability to read, write and communicate in English
- Visual acuity sufficient to use a computer monitor for extended periods

HOW TO APPLY:

Must submit a cover letter, resume and three (3) references. Send completed submittal via email or to the address below:

City of Florida City
 Attn: Human Resources
 404 West Palm Drive
 The Villages, FL 32162