

INFORMATION TECHNOLOGY MANAGER

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Under general direction, plans, manages, organizes and directs the activities of personnel and contractors engaged in the professional and technical support of district-wide computer systems and data networks, including hardware and software maintenance and development including the district's geographic information system. Serves as primary advisor to district management in setting the strategic direction of technology for the district; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director of Finance and Technology Services.

Direct supervision is provided to the Information Technology staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Plans, organizes, manages, directs and evaluates the work of the Information Technology division; implements and monitors short and long-term plans, goals and objectives to achieve District and department priorities; develops and monitors performance against annual department budget; manages and directs the development, implementation and evaluation of plans, policies, systems, budgets and procedures applicable to department responsibilities.
2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends merit increases and other rewards to recognize performance; address performance deficiencies, in accordance with the District's personnel policies.
3. Provides leadership and works with staff to ensure a high-performance, customer service-oriented work environment which supports achieving the department's and the District's mission and values; applies process improvement and quality management principles to assigned areas of responsibility.
4. Manages the design and preparation of computer systems, application software, mobile technology and networks utilizing District personnel or contractors, prepares cost estimates; reviews specifications for compliance with District standards and needs assessments; develops, maintains, and supports geographic information systems.

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Essential Functions (continued):

5. Plans, coordinates and oversees completion of the work of outside contractors, consultants and vendors to ensure contract requirements and project plans are met; coordinates and oversees the work of programmers performing applications development, installation and/or maintenance projects; participates in the installation and testing of program enhancements and software packages.
6. Monitors trends and developments in computing, networking, mobile technology and multi-platform communication technologies; evaluates new operating system and/or network software, hardware, methods and techniques to improve systems/network reliability and performance; plans and coordinates migration to new technologies.
8. Evaluates and recommends the selection and purchase of hardware and software; participates in the development of District standards and policies for hardware and software; administers hardware and software procurement.
9. Researches, evaluates and recommends uses of emerging technologies to meet the District's current and future business needs and established strategic direction.
10. Coordinate activities of department staff with other departments to prioritize technology requests in the support of existing and new systems.
11. Regular attendance at the work site.

Marginal Functions:

1. Attend and participate in professional group meetings; stay abreast of new information technology, mobile technology innovations and regulations.
2. Perform related duties and responsibilities as required.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Management and supervisory principles and practices, including budgeting, goals and objectives development, work planning and organization.

Principles, methods and techniques in the design and operation of information systems for computers and platforms equivalent to those used by the District.

Principles, practices, and methods of systems and application programming, computer systems and network administration, GIS, maintenance, support, and troubleshooting.

Network architectures and theory and principles of design, integration and administration, including topologies and protocols.

Principles and practices of systems analysis and design.

Computer programming principles, techniques and procedures for business and technical system applications; standard programming languages and utilities similar to those used by the District.

Project planning, prioritizing and scheduling techniques.

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Knowledge of (continued):

Basic accounting, statistical, business, office and technical procedures commonly supported by system applications.

District personnel policies, procedures and practices.

Ability to:

Plan, organize and supervise a comprehensive District-wide information services and GIS program to meet District business and operating objectives, including developing long-range technology goals.

Prepare, administer, and monitor a division budget.

Analyze complex operational and administrative problems, evaluate alternatives and recommend or implement effective courses of action.

Develop and maintain effective customer-focused service processes with District managers and end users.

Understand, analyze and define user requirements and recommend cost effective systems solutions.

Analyze complex problems, evaluate alternatives and make sound independent decisions within established guidelines.

Organize, plan and complete projects timely and efficiently.

Work collaboratively and effectively with project teams including user representatives, outside resources and others encountered in the course of work.

Work after normal working hours and occasionally on weekends or after hours for system emergencies as situations arise.

Maintain confidentiality and security of sensitive information

Prepare and present reports.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Maintain mental capacity which allows the capability of making sound decisions and demonstrating intellectual capabilities.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

Maintain effective audio/visual discrimination and perception to the degree necessary for the successful performance of assigned duties.

REQUIRED QUALIFICATIONS

Experience and Training Guidelines- *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Experience

Five (5) five years of progressively responsible experience in management of computer systems, including software applications and network analysis, and administration and with at least two (2) years of supervisory or administrative responsibility.

Education/Training:

Possession of a Bachelor's degree from an accredited college or university in business administration, public administration, computer science, information systems or related field.

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Licenses:

Possession of a valid State of California Class C driver's license and a satisfactory driving record.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT- *The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Physical Demands:

While performing the duties of this class, an employee is regularly required to sit; speak and hear in person, in meetings and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. The employee is frequently required to walk and stand.

Mental Demands:

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines and interact with District board members, management, staff, outside auditors, bond counsel, officials of other governmental agencies and the public.

Environment:

The employee works under typical office conditions, and the noise level is usually quiet; exposure to computer screens; extensive interaction with District staff and the general public.

Vision:

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing:

Hear in the normal audio range with or without correction.

JOB STATUS:	Exempt
DATE ADOPTED:	January 2015
DATE MODIFIED:	July 2021

Safety Sensitive Position