

CLASS SPECIFICATION



CLASS: Information Technology Manager
ALLOCATION: Administrative Services
FLSA STATUS: Exempt
UNION AFFILIATION: N/A - Management

ESTABLISHED: September 2007
REVISED: April 2013

JOB SUMMARY:

Under executive direction plan, organize and direct the activities, programs and staff of the Information Technology Division; provide expert professional assistance and direction to assigned staff; direct staff in the selection, configuration, installation, operation and maintenance of the most complex systems; and other duties as assigned.

This is the managerial level in the information technology series.

CLASS CHARACTERISTICS:

This position reports directly to Director of Administrative Services. This class is distinguished from the Director of Administrative Services in that the latter has overall management responsibility for all department activities and functions and establishes department vision, goals, policies, practices and procedures for all Administrative Services' Divisions.

EXAMPLES OF DUTIES:

Essential:

- Develop and implement goals, objectives, policies, procedures and work standards for the division.
- Oversee the development and implementation of technological programs, projects, functions, services, goals, systems, and activities of the division ensuring timely resolution of related issues, conflicts and discrepancies.
- Provide input into the division's budget and staffing requirements and institute and implement cost control measures.
- Ensure the planning, organization, administration, review and evaluation of the work of professional, support and operational staff and various contractors directly and through subordinate levels of supervision.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; and implement discipline procedures.
- Monitor and analyze technological programs, systems, functions and activities for financial and output effectiveness; respond to staff input concerning technological needs; direct the development and implementation of technological standards, requirements, programs and systems to enhance the effectiveness and efficiency of County operations.
- Manage information technology infrastructure, architecture, systems, networks, software, security, and resources across multiple technology platforms; develop standards for hardware and software acquisition; develop a standardized programming methodology for County applications.
- Design new work strategies and processes to maximize efficiency of automated systems.
- Research and analyze new technologies to identify opportunities to enhance County operations and meet technology needs; recommend or initiate system, hardware, and application purchases, upgrades and installations as appropriate.
- Oversee the operation, upgrading and maintenance for County equipment and related peripherals; arrange for and utilize vendor assistance as appropriate.
- Confer with internal customers to determine computer and system needs; review and evaluate alternatives and recommend appropriate software and hardware; design custom applications, particularly for database and spreadsheet functions.
- Maintain records and prepare periodic and special reports related to the work of the division.
- Use the full range of project management tools and techniques, such as work plans, Gantt charts, Network schedules, status reporting and other project management tools.

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Perform mechanical and electronic repair on computers, monitors, keyboards, printers, networks, hardware and other peripherals; perform periodic cleaning and adjustment to hardware.

- Use standard office equipment in the course of the work; use hand and power tools to install hardware and cabling.
- May drive a vehicle to visit various work sites.

EMPLOYMENT STANDARDS:

Knowledge of:

- Basic business management principles involved in strategic planning, resource allocation, leadership techniques, production methods, and coordination of people and resources.
- Principles and practices of employee supervision, including selection, work planning and organization, performance review and evaluation, and employee training and discipline.
- Principles and processes of providing customer service including, customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Electronic equipment, and computer hardware and software, including applications and programming.
- Principles of relevant, modern mainframe operating systems as well as client server network and personal computer based systems, intranet, internet and web technology and applications.
- Principles of software programming.
- Principles and practices of administrative and operations management including budget development and execution.
- New developments in information technology and their relevance to current business needs and technology strategies.
- Techniques for dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds.
- County and departmental operations, terminology, rules, policies and procedures.
- Methods and techniques of project management, development and review.
- Safe work methods and safety regulations and precautions pertaining to the work.

Skill in:

- Developing information systems designs, flow charts, report layouts and screen designs.
- Keeping up-to-date technically and applying new knowledge to the job.
- Administering, directly and through subordinate levels of supervision, a broad program of information services in a multi-protocol, multi-platform environment.
- Communicating technical information to a wide variety of users.
- Motivating, developing, and directing people as they work, identifying the best people for the job.
- Monitoring and assessing the performance of one's self, other individuals, or processes to make improvements or take corrective action.
- Planning, organizing, supervising, reviewing and evaluating the work of staff.
- Analyzing and using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Managing one's own time and the time of others.
- Creating a unified team environment.
- Being aware of others' reactions and understanding why they react as they do.
- Conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- Understanding the implications of new information for current and future problem-solving and decision-making.

Ability to:

- Plan, schedule, coordinate and direct the daily and long-range programs and work of the information technology department.
- Serve as a countywide technical adviser regarding information technology and business continuity.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work

papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational situations, technical policies and procedures.

- Listen carefully to what other people are saying, take time to understand the points being made, and ask questions as appropriate for clarification.
- Develop constructive and cooperative working relationships with others and maintain them over time.
- Require individual accountability and responsibility by immediately responding to behavior.
- Communicate effectively in writing and verbally as appropriate for the needs of the audience.
- Recognize something is wrong or is likely to go wrong.
- Maintain composure in difficult situations.
- Read and understand information and ideas presented in writing and verbally.
- Observe, receive and obtain information from all relevant sources.
- Apply general rules to specific problems to produce answers that make sense.
- Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Physical Demands: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Properly handle equipment and supplies weighing up to 25 pounds on an occasional basis.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- Typical office environment, with multiple work locations possible.
- May at times be exposed to loud noise levels. However, noise levels are typically quiet.

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

Licenses and Certification:

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; maintain throughout employment.
- Possess and maintain at least two of the following certifications or their equivalent as determined by the department: CompTia A+ Certificate, Cisco Certified Network Associate (CCNA), Microsoft Certified Systems Administrator (MCSA) Certificate, Microsoft Certified Solutions Developer (MCSD) for .NET, Certified Information Systems Security Professional (CISSP), Certified in the Governance of Enterprise IT (CGEIT) or comparable certification in an IT area or a Professional in Project Management (PMP).

Special Requirements:

- Must successfully complete an extensive and thorough background investigation which may include Live Scan fingerprinting prior to hire.
- May be required to work evenings, weekends, and/or holidays as directed.
- DMV printout prior to hire.
- Must file statements of economic interest with the Yuba County Clerk/Recorder.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

Education and Experience:

MINIMUM: Bachelor's Degree from an accredited institution with a major in Computer Science, Information Systems or a closely related field and three years of experience in computer programming, systems analysis and design, or performing network, operations, applications, or communications systems project management; including at least one year of management or supervisory experience in a comprehensive information technology environment, managing information technology functions such as design, development, operations or administration of complex application and network systems. Candidates with strong experience who lack the education are encouraged to apply.

PREFERRED: In addition to the minimum, a Master's degree in a related field, Certification as a Certified Information Systems Security Professional (CISSP), Certified in Risk and Information Systems Control (CRISC), CompTia A+ Certificate, Cisco Certified Network Associate (CCNA), Microsoft Certified Systems Administrator (MCSA) Certificate, or Microsoft Certified Solutions Developer (MCSD) for .NET or equivalent and additional years of experience, preferably in a public agency setting. Leadership experience in major systems change, organizational restructuring, work process reengineering and public management is highly desired.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.

Admin Services Approval: Doug McCoy
Date:

EEOC: A
WC: 8810.1

Human Resources Approval: Iva Seaberg
Date:

Signature: _____

Signature: _____