



September 2018
Class Code: A-62
FLSA: EXEMPT

INFORMATION TECHNOLOGY MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of information technology staff; performs difficult and complex professional, technical, and administrative work required to administer information technology infrastructure, including database administration, cyber security, application development, data management, and communications systems; coordinates assigned activities with other District departments, provides complex and responsible professional assistance to the Director of Communications in areas of expertise; and performs related work, as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Communications. Exercises direct supervision over professional and technical staff.

CLASS CHARACTERISTICS

This is a management classification that manages and administers the District's information technology programs. Incumbents are responsible for performing diverse, specialized and complex work involving significant accountability and decision-making responsibilities, which includes developing and implementing policies and procedures for the information technology department. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, operations, and activities of the District's information technology programs, including the installation, maintenance, and upgrade of the local area network, required hardware and software, infrastructure, personal computers, and communications systems.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Monitors and administers the District's data center infrastructure, including the Voice over IP (VoIP) phone system, wireless infrastructure, network connectivity, and virtual machine environment to ensure that the District is operating at peak effectiveness and efficiency; maintains and establishes Service Level Agreements to support end users and improve customer service.
- Develops the District's data management system to consolidate the processes and workflows for storage in an electronic database system; performs server database management, and maintenance; ensures data integrity and validation.
- Participates in the development and administration of information technology budgets.

- Develops and standardizes procedures and methods to improve and continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; identifies opportunities for improvement and makes recommendations to the Director of Communications.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends discipline to the Director.
- Develops training materials and provides staff training on policies and procedures, data collection processes, newly implemented applications, and data quality control.
- Confers with management to resolve issues and provide solutions for data collection requirements; designs collection workflows to meet the reporting needs; develops web applications for staff to review, analyze and report collected data.
- Implements new technology software and service migration to upgrade District's resources; oversees the equipment refresh life cycle to replace outdated equipment.
- Serves as the District's technology point of contact and liaison to third party vendors; prepares Request for Proposals (RFP) with specification of requirements; reviews and approves bid documents and contracts.
- Provides highly complex staff assistance to the Director of Communications; provides technology support for Board of Trustee meetings; prepares and presents staff reports and other necessary correspondence related to assigned activities and services.
- Establishes information technology policies and procedures in accordance with laws, regulation, and district policies.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in information technology; researches emerging products and enhancements and their applicability to District needs.
- Directs the establishment and maintenance of working and official division files.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of information technology infrastructure and administration including networking protocols, database management, programming, application development, and mobile device management.
- Principles and practices of network security protocols, policies and procedures including backup and disaster recovery procedures.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.

- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Budget development and administration.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, oversee and manage the staff and operations of the Information Technology Department.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Prepare and administer budgets.
- Provide administrative, management, and professional leadership for the department.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Train staff and establish training guidelines for the implementation of information technology applications.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Direct the establishment and maintenance of a variety of filing, record-keeping, and tracking systems.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a graduation from an accredited four-year college or university with major coursework in computer science, information technology, information systems or a related field and five (5) years of increasingly responsible professional information technology program experience, two (2) of which should be in a supervisory capacity.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California driver's license by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.