

COUNTY OF SOLANO

INFORMATION TECHNOLOGY MANAGER

DEFINITION

Plans, organizes and directs the development, installation, implementation, and maintenance of departmental information technology/data; to plan, organize, direct and participate in supporting, training, and assisting departmental users in utilizing a variety of hardware and software applications for data systems; and to participate as a responsible, proactive, and positive team member of the departmental management team.

CLASS CHARACTERISTICS

This job class functions at a management level within large, multi-division departments. Incumbents in this job class participate in policy and systems development, manage personnel and administer a budget, develop and initiate procedures and formulates operational objectives. This job class is also responsible for providing the leadership to successfully maximize operational and administrative effectiveness and resource efficiency within departmental information technology work units. This job class requires comprehensive professional and technical knowledge and expertise in all aspects of information/data systems technology and program operations. This job class also requires a high level of initiative, independent and sound judgment, excellent communication skills, as well as strong management abilities.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from executive management staff.

Exercises supervision over professional and technical staff.

EXAMPLES OF DUTIES –*Duties may include but are not limited to the following:*

Plans, directs, and manages the development, implementation, and maintenance of all data/information systems within large multi-division department; establishes over-all goals and priorities for the work unit based on the needs and directives of the department; reviews and analyzes projected legislative and regulatory changes in terms of impact on programs and potential data systems needs and requirements.

Plans, supervises, evaluates, and motivates a staff of technical and clerical employees and contract employees; conducts performance reviews; develops and initiates technical and specialized training and career development planning for staff; organizes, coordinates, and assigns appropriate staffing resources to a wide variety of routine to complex data systems projects and user groups.

Serves as principal and primary advisor to department management regarding information

technology/data systems and the department's utilization of same; initiates and/or conducts needs and feasibility studies to maximize Information Technology's effectiveness and success in supporting department programs and operations.

Researches and evaluates a variety of hardware, software, and networking systems' resources and services available; identifies possible improvements in departmental information systems; analyzes recommendations, documentation, and presentations and initiates purchase and/or modifications of hardware, software, and/or vendor services.

Administers, monitors, and evaluates contract services with a variety of service providers/vendors; negotiates modifications and changes with contractors/vendors per administrative directives; oversees and monitors services provided to ensure quality and timely delivery of same; coordinates with other governmental agencies on development and implementation of joint information technology projects.

Develops standards and procedures for departmental users related to information technology/data systems; plans, directs, and monitors pilot studies and special projects involving data systems' operations, processes, and functions to better support multiple program needs and requirements; directs and monitors data collection activities; prepares reports and recommendations based on various research, studies, and projects.

Prepares annual budget for the information technology work unit and assists in budget preparation for the department; initiates and coordinates the budget/fiscal projections from project staff to accommodate user needs; develops justifications and background documentation for budget recommendations; monitors operational performance and budget performance to ensure budget and operational objectives are met; tracks and evaluates on-going budget/expense data and initiates corrective action as necessary.

Identifies short-term and long-term work unit goals, objectives, priorities, and activities to be accomplished consistent with the department's strategies; plans, directs, coordinates and participates in the implementation of accepted strategies and plans.

Reviews, analyzes, and evaluates changes in federal and state laws and regulations that will have an impact on the delivery of services and establishes action plans to ensure compliance with pertinent guidelines and regulations; advises the departmental management team of specific plans, costs and recommendations for mandated program, policy, and procedural modifications.

Represents the County and the department and acts as liaison with a variety of federal, state, and local agencies/organizations to ensure communication with and input into all decision-making and data collection processes that impact the goals and objectives of the department and its data systems/information technology.

Directs the investigation and resolution of complaints/concerns related to the information technology work unit's services and activities; identifies and initiates solutions to issues involving policy, service delivery, contractor/vendor relations, and/or personnel actions.

Maintains professional knowledge in applicable areas and keeps abreast of changes in job-related rules, statutes, laws and new business trends; makes recommendations for the implementation of changes; reads and interprets professional literature; attends training programs, workshops and seminars as appropriate.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Policies, regulations, and procedures governing departmental programs; and funding.

Computerized information systems utilized from a user perspective.

Information technology/data systems analysis and design.

Operating systems architecture and utilities.

LAN/WAN network hardware and software vendors and products

Data communications concepts and principles.

User training methods and techniques.

Computer hardware and software error research and correction alternatives.

Database security techniques, back-up, recovery, and maintenance procedures.

Standard and accepted regulations, principles, practices, and policies of information technology; data systems operations, administration, planning, and budgeting.

Working Knowledge of Standard and accepted budget development and tracking methods and techniques.

Standard and accepted bidding and procurement methods and techniques.

Standard and accepted principles and practices of leadership, motivation, team building and conflict resolution.

Standard and accepted personnel principles and procedures associated with the hiring, evaluating, training, disciplining, and terminating employees.

Techniques and principles of project management including risk assessment and mitigation.

Skill to:

Operate office equipment including a personal computer, copy and fax machines and printers.

Ability to:

Understand, interpret, and accurately explain laws, regulations, and policies governing departmental data systems operations and processes.

Plan, organize, direct, and evaluate the activities and operations of professional, technical, and clerical staff involved in complex and comprehensive activities.

Successfully develop, administer, and monitor multiple operational and project budgets.

Establish and direct the maintenance of designated documentation and records in an accurate and timely manner.

Conduct and integrate assigned functions and activities in a cohesive and effective service delivery system; secure cooperation and teamwork among departmental staff and other departments/contractors.

Establish and maintain effective working relationships with those contacted in the performance of required duties.

EXPERIENCE AND EDUCATION/TRAINING

Experience:

Five (5) years of progressively responsible experience in systems development and analyses functions for information technology/data systems.

Education/Training:

Bachelor's degree is required from an accredited college or university, preferably in Information Technology, Management Information Systems, Networking or a closely related field.

SPECIAL REQUIREMENTS

Possession of, or ability to obtain, a valid Class C California driver's license may be required.

SUPPLEMENTAL INFORMATION

Independent travel may be required.

Candidates for positions in the job class may be required to pass a background investigation in accordance with applicable law, regulations, and/or policy.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Requires the ability to recognize and identify similarities and differences between shade, degree or value of colors, shapes, sounds, forms, textures or physical appearance associated with job-related objects, materials, tasks or people.

Environmental Factors: Requires the ability to work under conditions where exposure to environmental factors is minimal and poses a very limited risk of minor injury or illness.

Director of Human Resources

Established Date: September 2001

Revised Date: February 2003

BOS Date: June 30, 2003

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