DEFINITION
Under administrative direction from the Director of Engineering and Technology Services, plans, organizes, and manages the operations of the District's Information Technology function; establishes standards to maximize systems integrity and productivity; plans, schedules, and supervises the work of professional and technical staff engaged in systems analysis, design, development, implementation, maintenance, and security work; develops and implements strategic plans, goals, policies, procedures, and budgets; develops specifications, evaluates bids, and provides recommendations for capital purchases of computers and related equipment; represents the Information Technology Division within the organization and externally; and performs related work as required.

DISTINGUISHING CHARACTERISTICS
Information Technology Manager is a single-position mid-manager classification. Under administrative direction, within a framework of overall goals and objectives, the incumbent utilizes a high degree of professional and technical knowledge and experience to manage the District's complex multi-platform computer systems and to provide a variety of services to District operations and staff including requirements analysis, applications and network design, development, implementation, and maintenance, database design and administration, computer and telecommunication systems operations, and systems maintenance, support, and security. Responsibilities are broad in scope and require leadership and independent judgment on issues that are complex, interpretive, and evaluative in nature.

This classification is distinguished from other managers within the District by the specific responsibility to manage the District's complex multi-platform computer systems and provision of related technical support services. This classification is distinguished from the Manager of Engineering and Technology Services in that the latter is a department head with overall responsibility for directing District-wide project engineering, development services, information technology programs, and related services and provides direction to this classification.

TYPICAL DUTIES
TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Plans, organizes, integrates, and manages the activities of the District's Information Technology Division; develops, modifies, and implements strategic plans, goals, and objectives; keeps abreast of industry trends, emerging technologies, and best practices; administers policies and procedures and recommends improvements to the District's information systems program.

- Interviews and hires new staff; plans and evaluates the performance of supervisors and staff; establishes performance requirements and personnel development targets; regularly monitors performance and provides coaching for performance improvement and development.

- Prepares the annual budget request for the division; estimates staffing, materials, services, and equipment needs based upon recent trends and planned activities; monitors expenditures after budget adoption and approves purchase requisitions.

- Plans and manages the design, installation, modification, maintenance, integration, and security of new and existing information systems and applications; establishes standards to maximize systems integrity and productivity.

- Directs the planning and operations of the District's cyber-security program.

- Directs the planning, design, and administration of the District's Local and Wide-Area Networks and telecommunications systems.

- Directs the planning and operations of the District's Geographic Information Systems (GIS) program.

- Directs the planning and operations of the District's server, storage, database and end-user computing environments and the IT disaster recovery program.

- Develops specifications for capital purchases of computers and related equipment; issues RFP's, evaluates responses, and makes purchase recommendations.

- Directs project activities, which includes the evaluation and selection of vendors and vendor packages and project planning, implementation, and evaluation.

- Directs and provides user support activities, including troubleshooting hardware and software problems, user training, preventive maintenance and repair, and related technical assistance and advice.

- Represents the Information Technology Division and serves as liaison to other internal and external divisions, agencies, and groups; provides technical expertise and guidance on issues related to information technology, systems, and services.

- Prepares and presents a variety of studies, reports, and correspondence.

- Performs other related work as required.

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

<u>**Education and Experience:**</u>
Possession of a Baccalaureate degree from an accredited college or university with a major in management information systems, computer science, or a related field; <u>and</u> six (6) years of progressively responsible experience in information systems design, programming, installation, maintenance, integration and administration, including three (3) years of lead experience directing the work of others in the field and completion of at least 75% of the District's Leadership Skills Training Program. Supervisory experience strongly desired. One (1) year of supervisory experience may substitute for completion of the District's Leadership Skills Training Program.

If not previously completed, completion of the District's Leadership Skills Training Program is required following hire.

Knowledge, Skills, and Abilities:
Knowledge of: principles, practices, methods, and current technologies of information systems management as applied to systems analysis, design, development, implementation, maintenance, and security; principles, practices, and current technologies of database and network design, security, and administration; management principles, methods, and techniques related to budgeting, project planning and administration, purchasing, and contracts; modern principles and practices of effective employee supervision and personnel management; various computer platforms and programming languages used by the District; safe work practices and the ability to identify workplace hazards and/or unsafe conditions and take appropriate corrective action; modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Skill and Ability to: plan, organize, integrate, and manage the services and operations of an Information Systems Division in a multi-platform environment; identify information systems issues and opportunities, formulate and evaluate technology strategies, set priorities, and allocate resources to most effectively meet District needs; plan, schedule, supervise, and evaluate the work of professional and technical staff; establish and maintain project and production schedules; develop and implement standards, procedures, and controls; analyze complex technical problems and develop sound conclusions and recommendations; prepare clear, concise and accurate budgets, reports, analyses, records and correspondence; operate modern office equipment including computer equipment and specialized software applications programs; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Additional Requirements:
- Must possess a valid driver's license and have a satisfactory driving record.

Working Conditions/Physical Requirements:
The essential functions of this classification are performed in a controlled-temperature office and require the ability to: regularly use finger dexterity and hand strength to perform simple grasping and fine manipulation; operate equipment and keyboards; speak and hear in person and on the phone; see to read computer screens and documents and color vision to distinguish wiring and indicator lights; smell to perceive overheated equipment; intermittently sit for extended periods; stand and walk; reach with hands and arms; and twist; and occasionally bend, stoop and kneel to access service equipment and lift and carry equipment weighing up to 50 pounds.

Revised: 07/15, 02/21

Approved: _____
Human Resources/Risk Manager