



DEFINITION

With direction from the Manager 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. With limited 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. Assignments are given in general terms and subject to review upon completion. There is significant latitude for discretion and independent judgment to achieve overall goals and objectives of areas of responsibility.

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 and information technology programs and related activities.

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 employees; assigns, supervises and reviews work of subordinates; provides employee training and coaching for development; prepares and conducts performance evaluations; takes appropriate disciplinary action as needed; provides leadership and works with staff to ensure a high-performance, customer service oriented work environment.

Information Technology Manager

- Prepares and administers the annual division budget; forecasts funds needed for staffing, equipment, materials and supplies; monitors and approves operating and project expenditures and implements adjustments.
- 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, design and administration of the District's Local and Wide-Area Networks and telecommunications systems.
- 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:

Education and Experience:

Possession of a Bachelor's degree in management information systems, computer science or a closely related field and five (5) years of progressively responsible experience in information systems design, programming, installation, maintenance and integration, which includes at least two years experience in a project management or supervisory position.

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.

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; communicate effectively, both orally and in writing, which includes providing technical information in non-technical terms; establish and maintain effective working relationships with those contacted in the course of the work; and perform the essential duties of the job without causing harm to self or others.

Additional Requirements:

- Must possess a valid California 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

Approved: 
Human Resources/Risk Manager

