



## **DEPUTY DIRECTOR OF INFORMATION TECHNOLOGIES**

### **DEFINITION**

Under general direction, plans, organizes, and provides general direction and oversight for all functions and activities of an assigned division within the Information Technologies Department; division operational areas include, but are not limited to, technology infrastructure, technical support, unified communications, business process analysis, applications development and support, project management, security, and training; coordinates assigned activities and fosters cooperative working relationships among County departments, officials, outside agencies, the public, and private groups; provides expert professional assistance to County management staff in areas of responsibility; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Director of Information Technologies and/or the Assistant Director of Information Technologies. Exercises supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

### **CLASS CHARACTERISTICS**

This is a management classification with responsibility for the direction and administration of a division within the Department of Information Technologies. Incumbents are responsible for implementing policy, developing goals and objectives, administering the division's budget, and supervising professional, technical, and administrative support staff. Incumbents serve as management-level resources for organizational and operational analyses and studies, and as highly technical resources to County departments on their technology needs. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

This class is distinguished from the Assistant Director of Information Technologies in that the latter is responsible for day-to-day oversight, management, and administration of the activities of multiple divisions within the department and serves as acting Director of Information Technologies in his/her absence.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

- Plans, organizes, manages, and directs the operations, staff, and activities of a division within the Information Technologies Department; division operational areas include, but are not limited to, technology infrastructure, technical support, unified communications, business process analysis, applications development and support, project management, security, and training.
- Develops and directs the implementation of goals, objectives, work standards, and division policies and procedures.
- Develops, administers, and controls the division's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs the preparation and implementation of budgetary adjustments.
- Selects, trains, motivates, and directs personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination

- procedures; responds to staff questions and concerns; works with department management and staff to build and maintain a high performing team environment
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
  - Confers with, and serves as a resource to, County departments on the planning, development, and implementation of technology programs which enhance their service delivery and optimize staff efficiencies; responds to difficult and sensitive County department and public inquiries and complaints and assists with resolutions and alternative recommendations; ensures the provision of optimal customer service to departments.
  - Participates in administering information technology related contracts; works with other divisions and/or departments to negotiate or renew cost effective contracts; monitors and evaluates contractor performance to ensure compliance with County standards; initiates corrective action as appropriate.
  - Oversees and participates in performing comprehensive systems analysis to design and develop new systems and enhancements in assigned technology area; consults, confers, and coordinates activities with users, staff from various departments, outside agencies, and vendors to resolve program, system, operational, and procedural problems; analyzes problems and recommends course of action.
  - Manages and participates in the administration and maintenance of County-wide and departmental business applications and platforms, including business process redesign and system capacity planning.
  - Manages a diverse portfolio of information technology research, development, conversion, installation, and maintenance projects.
  - Serves as a liaison for the assigned division to other County departments, divisions, and outside agencies; attends meetings as necessary; provides staff support to commissions, committees, and task forces as necessary; negotiates and resolves significant and controversial issues.
  - Provides highly complex staff assistance to the Director of Information Technology and the Assistant Director of Information Technology; develops and reviews staff reports related to assigned activities and services; may present information to the Board of Supervisors and various commissions, committees, and boards.
  - Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information technology; researches emerging products and enhancements to evaluate their applicability to County needs and recommends course of action.
  - Monitors changes in regulations and technology that affect programs, services and operations; implements policy and procedural changes after approval and determines priorities.
  - Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including planning and assigning work, performance review and evaluation, discipline, and the training of staff in work procedures.
- Advanced information technology management theory, principles, and practices and their application to a wide variety of services and programs.
- Principles and practices of leadership.
- Industry best practices of information technology management and control.
- Principles and practices of budget development and administration.
- Principles and practices for developing and implementing technology policies, procedures, protocols and standards.
- Principles and practices of project management.
- Principles and practices of managing the exposure to risk and security issues intrinsic in technology systems.

- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to information technology management programs.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County 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.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

**Ability to:**

- Plan, manage, direct, and oversee the staff, operations, and services of an assigned division.
- Develop and implement goals, objectives, policies, procedures, programs, and ordinances.
- Provide administrative, management, and professional leadership and direction for the division, department, and the County.
- Establish, implement, and promote a service environment to ensure the technology needs of County departments are met.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and technology programs.
- Serve as a resource to County departments on their technology needs.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Plan, organize, assign, direct, review, and evaluate the work of assigned staff.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Prepare clear and concise technical reports, correspondence, and other written material.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, 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.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.*

Equivalent to bachelor's degree from an accredited four-year college or university with major coursework in information technology, computer science, or a related field;

AND

Five (5) years of increasingly responsible professional experience performing a diverse range of professional-level analytical and project management duties in an information technology program, including at least two (2) years in a supervisory capacity.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing 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. Reasonable accommodations will be made for individuals on a case-by-case basis.

**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 members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.