



AUGUST 2018  
FLSA: EXEMPT  
Bargaining Unit: UD  
JCN: 0206

## **DIRECTOR OF INFORMATION TECHNOLOGIES**

### **DEFINITION**

Under administrative direction, plans, organizes, manages, and provides direction and oversight for all functions and activities of the County's Information Technologies Department; formulates departmental policies, goals, and directives; coordinates assigned activities with other County departments, officials, outside agencies, and the public; fosters cooperative working relationships among County departments and with intergovernmental regulatory agencies and various public and private groups; provides highly responsible and complex professional assistance to the Chief Administrative Officer, County departments, and Board of Supervisors in areas of expertise; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Chief Administrative Officer and Board of Supervisors. Exercises general direction and supervision over management, supervisory, professional, technical, and administrative support staff through subordinate levels of management and supervision.

### **CLASS CHARACTERISTICS**

This is an at-will department head position appointed by the Board of Supervisors and, pursuant to County Charter, is evaluated by the Chief Administrative Officer for submittal to the Board of Supervisors. Under a delegation of authority from the Board of Supervisors, this class has the overall responsibility for coordination, direction, and administration of the County's Information Technologies Department. The incumbent is responsible for the delivery of effective information technology systems, solutions, and services to County departments. Successful performance of the work requires knowledge of public policy, municipal functions and activities, including the role of an elected Board of Supervisors, and the ability to develop, oversee, and implement projects and programs in a variety of areas. The incumbent is responsible for overall policy development, fiscal management, administration, and operation of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering County goals and objectives within general policy guidelines.

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

- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the Information Technologies Department; establishes, within County policy, appropriate budget, service, and staffing levels.
- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Selects, trains, motivates, and directs assigned staff; 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.

- Works closely with the Board of Supervisors, Chief Administrative Officer, and other County management staff regarding short- and long-term strategies for the delivery of effective technology services to all County departments.
- Develops and implements short- and long-term strategies to plan for and execute County-wide technology systems consistent with County technology goals and objectives; ensures the development and implementation of security and general technology protocols and standards supporting these goals and objectives.
- Directs the management of information technology research, development, conversion, installation, and maintenance projects.
- Represents the County and the department in meetings with representatives of governmental agencies, professional and business organizations, employee organizations, and the public.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and County needs; 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 changes.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine County contractual obligations and requirements; negotiates contracts and agreements and manages same after award.
- Monitors developments in legislation related to information technology matters, and evaluates their impact upon County operations; recommends and implements policy and procedural improvements to meet legislative obligations.
- Provides highly complex staff assistance to the Board of Supervisors and Chief Administrative Officer; conducts a variety of organizational and operational studies, special projects, and investigations; prepares and presents staff reports and other necessary correspondence related to assigned activities and services to various commissions, committees, and boards.
- Responds to difficult and sensitive County department and/or public inquiries and complaints and assists with resolutions and alternative recommendations.
- 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 County needs.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Operations, services, and activities of comprehensive enterprise-wide technology systems and supportive services.
- Advanced information technology management theory, principles, and practices and their application to a wide variety of services and programs.
- Industry best practices for information technology management and control.
- Principles and practices for developing and implementing technology policies, procedures, protocols, and standards.
- Principles and practices of leadership.
- Principles and practices of project management.
- Administrative principles and practices, including goal setting; program development, implementation, and evaluation; and supervision of staff.
- Public agency budget development, contract administration, and administrative practices.

- 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.
- 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:**

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the Information Technologies Department.
- Provide administrative and professional leadership and direction for the department and the County.
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Understand, interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of staff and delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Establish, implement, and promote a service environment to ensure the technology needs of County departments are met.
- Work collaboratively with County departments to identify, plan, design, and implement technology solutions which enhance their service delivery and optimize staff efficiencies.
- Develop short- and long-term strategies to meet County-wide technology needs.
- Ensure the provision of safe and secure technology systems which meet the County's mandated and legal obligations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written material.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Direct the establishment and maintenance of filing, recordkeeping, and tracking systems.
- 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 a bachelor's degree from an accredited four-year college or university with major coursework in information technology management, computer science, public or business administration, or a related field;

AND

Seven (7) years of increasingly responsible experience performing a diverse range of professional-level analytical and project management duties in an information technology program, including at least four (4) years in a management capacity within a full service information technology environment.

A master's degree in the fields of study listed above is desirable.

**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.

**WORKING CONDITIONS**

May be required to attend meetings outside of regular working hours.