



AUGUST 2018
FLSA: EXEMPT
Bargaining Unit: MA
JCN: 0235

DEPUTY DIRECTOR OF INFORMATION ~~TECHNOLOGY~~ TECHNOLOGIES

DEFINITION & DISTINGUISHING CHARACTERISTICS

DEFINITION:

Under general direction, plans, organizes, ~~directs and manages the~~ and provides general direction and oversight for all functions and activities of ~~an assigned~~ division within the Information ~~Technology~~ 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 ~~with other divisions and~~ and fosters cooperative working relationships among County departments, ~~officials, outside agencies, the public, and private groups;~~ provides ~~highly complex staff expert professional~~ assistance to ~~the Assistant Director~~ 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 Technology~~ and/or the Assistant Director of Information Technologies. Exercises supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

DISTINGUISHING CLASS CHARACTERISTICS:

This ~~class has division level~~ is a management ~~classification with~~ responsibility for the ~~overall~~ direction and administration and oversight of a division within the ~~Information Technology~~ Department; ~~receives administrative direction from the Assistant Director of Information Technology and/or the Director of Information Technology, and exercises direct supervision over supervisory, professional, technical, and/or clerical staff.~~ 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 ~~in that the latter is responsible for managing the day-to-day activities of the Information Technology Department.~~ 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.

~~EXAMPLES OF DUTIES (Illustrative Only)~~

- ~~• Develops and implements divisional goals, objectives, policies and procedures.~~
- ~~• Plans, organizes and directs the activities of the Information Technology divisions that include the County's computerized information systems and telecommunications activities.~~
- ~~• Coordinates communications and working relationships with County customer departments, outside service providers and other agencies.~~
- ~~• Develops and implements Information Technology Division work plan; assigns work activities, projects and programs; monitors workflow; reviews and evaluates work products, methods and procedures, including planning, implementation, support and troubleshooting.~~

- ~~Prepares the Information Technology division budget; assists in budget implementation; participates in the forecast of funds needed for staffing, equipment, materials and supplies; administers the approved budget.~~
- ~~Recommends the appointment of personnel; provides or coordinates staff training; conducts performance evaluations; implements discipline necessary for the efficient and professional operation of the division.~~
- ~~Builds and maintains positive working relationships with co-workers, other County employees and the public using principles of good customer service.~~
- ~~Represents the Information Technology division to outside agencies and organizations; participates in outside community and professional groups and committees; provides technical assistance as necessary.~~
- ~~Researches and prepares technical and administrative reports; prepare written correspondence.~~
- ~~Consults with and advises other County Departments on matters relating to Information Technology divisions.~~
- ~~Attendance and punctuality that is observant of scheduled hours on a regular basis.~~
- ~~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 **workduties** as assigned.~~

MINIMUM QUALIFICATIONS

Education:

~~Equivalent to graduation from a four-year college or university with major coursework in computer science, information systems, network communications, business administration or a closely related field,~~

-AND-

Experience:

~~Four (4) years of supervisory level experience planning, organizing, directing, and coordinating the activities of one or more major functional units of an enterprise-wide, large scale, multi-platform, networked, information processing organization.~~

OTHER REQUIREMENTS:

~~May be required to work on-call, weekends and irregular hours. Applicants must pass a criminal history and background check which may include contact of prior employers and personal references, and fingerprinting for purposes of searching local, state and national fingerprint files through the Department of Justice and Federal Bureau of Investigation to disclose any criminal record.~~

Knowledge of:

- ~~Principles and practices of public administration as it relates to the Organization and management of computer systems operation, practices as applied to the development, analysis, and support, local evaluation of programs, policies, and wide operational needs of the assigned area data communications 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 telecommunications systems services and programs.~~
- ~~Principles and practices of leadership, motivation, team building and conflict resolution.~~
- ~~Pertinent local, State and Federal rules, codes, regulations and laws.~~
- ~~Industry best practices of information technology management and control.~~
- ~~Principles and practices of organizational analysis and management, budget development and administration.~~
- ~~Budgeting procedures and techniques.~~
- ~~Principles and practices of supervision, training and personnel management.~~
- ~~Principles and practices of business correspondence and report writing.~~

Skill in:

- ~~Organizing, directing for developing and implementing a wide variety of Information Technology programs, services and activities.~~
- ~~Planning, organizing, directing, reviewing and evaluating the work of staff directly or through subordinate supervision.~~
- ~~Assessing user department needs, setting priorities, and allocating staff and resources to meet such needs in a timely and effective manner.~~
- ~~Interpreting and explaining County, Department and Division policies and technology policies, procedures, protocols and standards.~~
- ~~Preparing Principles and administering practices of project budget 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:

- ~~Analyze budget 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 as well as interpret and evaluate staff reports;
 - ~~Analyze and understand highly complex technical and administrative problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.~~
 - ~~Gain cooperation through discussion and persuasion.~~
- ~~Read~~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 comprehend concise technical reports to understand trends or areas for improvement, 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.
 - ~~Implement goals, objectives, policies, procedures, work standards and internal controls.~~
- ~~Exercise sound~~Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
 - ~~Represent the County effectively in meetings with others.~~
- ~~Establish and~~maintain, and foster positive and effective working relationships with those contacted in the course of work.

NOTE: ~~The above qualifications are a typically accepted way~~**Education and Experience:**
Any combination of ~~obtaining~~ the required experience, education, and training that would provide the essential knowledge ~~and~~, 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/~~PHYSICAL DEMANDS~~

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: ~~Work is primarily performed indoors in a standard office setting.~~

Physical: ~~Primary functions require sufficient physical ability to work in an office setting and operate office equipment; vision in the normal visual range with or without correction sufficient to read computer screens and printed documents and to operate equipment; hear in the normal audio range with or without correction. **Frequent** sitting; wrist and arm motions and upward/downward flexion of neck; fine finger dexterity of both hands, ability to grasp and hold. **Occasional** standing, walking, bending and reaching; lifting, carrying or pushing objects that weigh up to 15 lbs. **Infrequent** climbing; lifting, carrying or pushing objects that weigh more than 15 lbs.~~

HISTORY

JCN: 0235

~~Created: NOV 2014 — BOS Resolution 199-2014~~

~~FLSA Status: Exempt~~

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.