



AUGUST 2018
FLSA: EXEMPT
Bargaining Unit: UM
JCN: 0207

ASSISTANT DIRECTOR OF INFORMATION TECHNOLOGIES

DEFINITION

Under administrative direction, assists in planning, organizing, managing, and providing direction and oversight for all functions and activities of the Information Technologies Department; oversight areas include County-wide technology infrastructure, technical systems, operations, unified communications, business process analysis, applications development and support, project management, security, and training; in collaboration with department management, ensures the delivery of comprehensive information technology programs and services to County departments; provides highly responsible and complex professional assistance to the Director of Information Technologies in areas of expertise; acts on behalf of the Director of Information Technologies during absences; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Director of Information Technologies. Exercises direct supervision over management, professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is an assistant department director classification that manages and directs the day-to-day activities and services of the Information Technologies Department, and serves as a highly technical resource to department staff and County departments on strategic technology matters. The incumbent assists in short- and long-term technology program planning, development and the administration of departmental policies, procedures, and services. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work with that of other County departments and outside agencies. Responsibilities include managing the department's administrative functions and assisting the department director in the achievement of departmental goals and objectives.

This class is distinguished from the Director of Information Technologies in that the latter has overall policy development, program planning, fiscal management, and operation of the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Assists in the development and implementation of goals, objectives, policies, procedures, and work standards for the Information Technologies Department.
- Assists in managing and participates in the development and administration of the department 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 evaluates the work of department personnel, provides direction and coordinates staff training, works with employees to correct deficiencies and implements discipline and termination procedures as required; addresses staff questions and concerns; works with department management and staff to build and maintain a high performing team environment.
- Works closely with the Director of Information Technologies in the development and implementation of long- and short-term strategies for the delivery of effective technology services to all County departments.

- 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.
- Provides highly complex staff assistance to the Director of Information Technologies; conducts a variety of organizational and operational studies, special projects, and investigations; researches emerging products and enhancements for their applicability to County needs; conducts feasibility studies and makes recommendations on course of action; oversees and contributes to the management of information technology research, development, conversion, installation, and maintenance projects; prepares and presents staff reports and other necessary correspondence related to assigned activities and services to the Board of Supervisors, departments, commissions, committees, and boards.
- 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.
- Monitors developments in legislation related to information technology matters, evaluates their impact on the County's technology services and operations; recommends and implements policy and procedural improvements to meet legislative obligations.
- Represents the County and the department in meetings with representatives of governmental agencies, professional and business organizations, employee organizations, and the public.
- Participates in 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.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in information technology field; researches emerging products and enhancements to evaluate applicability to County needs and recommends course of action.
- Acts as the Director of Information Technologies on a relief basis.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, evaluation, and supervision of staff.
- Principles, practices, methods, and current developments relating to Department programs and functions.
- Principles and practices of project management, including design, development, proposal writing, securing funding, planning, monitoring, evaluating performance and outcomes, quality control, fiscal management, and administration.
- 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.
- Principles and practices of leadership.
- Industry best practices for information technology management and control.
- Principles and practices for developing and implementing technology policies, procedures, protocols, and standards.
- 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:

- Provide management oversight of the day-to-day operations of the Information Technologies Department.
- Assist in the development and implementation of 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.
- Contribute to the development of 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

Six (6) 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 two (2) years in a management capacity within a full service information technology environment.

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.