

INFORMATION TECHNOLOGY MANAGER

This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.

DEFINITION

Under general direction, directs, manages, supervises, and coordinates assigned activities and operations of the Information Technology Division within the Administrative Services Department, including information technology infrastructure, systems, and services; coordinates assigned activities with other divisions, departments, and outside agencies; provides highly responsible and complex administrative support to the Director and/or Assistant General Manager; and performs duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

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

CLASS CHARACTERISTICS

This is a management classification responsible for managing a division in the Administrative Services department. This classification is responsible for developing and implementing policies and procedures for assigned division, short- and long-term planning, budget administration and reporting, and coordination of key programs/projects with other OC San divisions and departments and external agencies. Positions apply advanced management principles and strategic thinking to decisions that impact the organization as a whole and the public being served. Positions generally serve as advisors and contributors to executive management on policies, procedures, and major OC San initiatives.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

The following essential job functions are typical for this classification. Incumbents may not perform all of the listed job functions and/or may be required to perform additional or different job functions from those set forth below to address business needs and changing business practices.

- Assumes management responsibility for assigned services and activities of the Information Technology Division including a diverse range of computers, hardware and software, network systems, security, and telecommunication systems, infrastructure, and equipment.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommends and administers policies and procedures; supports OC San's information technology governance strategy and structure.
- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures by using sound methodologies and innovative technologies; optimizes organizational structure and staffing levels by monitoring effectiveness of work performed and reviewing business practices and performance metrics; recommends, within departmental policy, appropriate service and staffing levels.
- Plans, organizes, assigns, supervises, and reviews the work of assigned staff; selects, trains, and motivates staff; provides policy and procedural guidance and interpretation; evaluates performance,

works with employees on performance issues and training and development, and implements discipline and termination procedures.

- Oversees and participates in the development and administration of the division's annual budget; plans and formulates budgets for computer and communication resource acquisition or upgrade; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments.
- Directs and manages information technology functions that meet OC San's needs in an innovative, proactive, responsive, and cost-effective manner, addressing short- and long-term business goals from an OC San wide perspective.
- Plans, develops, and implements an information technology strategic plan that ensures an optimal organizational infrastructure for information technology systems and activities by choosing and implementing appropriate and effective information systems, tools, products, best practice standards, and internal controls.
- Develops strategic and operational plans for control, management, and improvement of information technology capabilities which includes data modeling, database administration, data integrity and security methodologies, client support services, technical standards for documentation, testing and training, resource analytics for hardware and communications needs, network control and administration service standards, system design and analysis techniques, varieties of application development approaches, and project management techniques.
- Maintains effective communications with OC San divisions and departments to ensure that information technologies for current and future business operations and decision-making requirements are provided, improved, and replaced as required.
- Ensures project management methodologies and information technology best practices are developed and followed and the maximum value is obtained from information technology solutions.
- Serves as the liaison for the Information Technology Division with other divisions, departments, and outside agencies; negotiates and resolves sensitive and controversial issues.
- Participates on a variety of boards, commissions, and committees; prepares and presents staff reports and other necessary correspondence; provides reports to OC San committees and the Board of Directors.
- Provides responsible staff assistance to the department head and/or Assistant General Manager; conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to contracts and purchasing programs, policies, and procedures as appropriate.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information technology.
- Responds to inquiries in a courteous manner; provides information within the area of assignment; and resolves complaints in an efficient and timely manner.
- Ensures OC San's safety and health programs are implemented and carried out in the assigned division(s).
- Performs 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 work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.

- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and practices of public administration including the organization, functions, and management of information technology management.
- Principles and practices of budget preparation and administration.
- Advanced principles and practices of system design, development, analysis, testing, and security administration.
- Advanced concepts, principles, and practices of network design, development, protocols, security, and administration.
- Operations, services, and activities of a comprehensive database administration program.
- Advanced methods and techniques of developing data security, integrity, backup, and recovery processes.
- Advanced principles of database design, administration, management, and integrity; concepts of data planning, modeling, design, and storage; and operational characteristics of database support tools, servers, and communication devices.
- Applicable federal, state, and local laws, codes, and ordinances relevant to area(s) of responsibility.
- Methods and techniques of research, statistical analysis, and report preparation and presentation.
- Techniques for effectively representing OC San in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Current equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the Information Technology Division and assigned projects/programs.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Prepare and administer budgets; allocate limited resources in a cost-effective manner.
- Research, analyze, and evaluate future information technology requirements and new service delivery methods and techniques.
- Function as a visionary and strategic leader in directing the planning, development, and implementation of an information technology strategic plan that ensures an appropriate and effective organizational infrastructure for information technology activities.
- Develop strategic and operational plans for control, management, and improvement of information technology capabilities.
- Design, implement, integrate, test, and evaluate automated systems and solutions and apply highly complex technical principles and concepts to develop business solutions.
- Respond to and investigate inquiries and complaints and prepare an appropriate response; effectively resolve conflict within assigned area of responsibility, negotiate and resolve complex issues.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of division and department goals and objectives.
- Conduct research, analyze and interpret data, draw conclusions, and summarize and present information, reports, and data in an effective manner.

- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and OC San in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Prepare or direct the preparation of clear and concise financial reports and other written materials.
- Independently organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Comply with safe work practices and procedures in the workplace.
- Provide a high level of customer service by effectively dealing with the public, vendors, contractors, and OC San staff.
- Effectively use computer systems, software applications relevant to work performed, 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.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Employment Standards:

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OC San.

1. Bachelor's degree from a college or university accredited by the U.S. Department of Education, with major coursework in computer science, information systems, business or public administration, or a related field.
2. Eight (8) years of increasingly responsible work experience in information technology and systems operations, including two (2) years of progressively more responsible experience as project or technical lead or supervisory experience.

Licenses and/or Certifications:

None.

Disaster Service Workers:

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

PHYSICAL DEMANDS

- Mobility to work in a standard office setting and use standard office equipment, including a computer; visit various OC San sites; this is primarily a sedentary office classification although standing in work areas and walking between work areas may be required; occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information; ability to lift, carry, push, and pull materials and objects up to 35 pounds.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Finger dexterity to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

ENVIRONMENTAL ELEMENTS

- Office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

OTHER REQUIREMENTS

- Probationary Period: All OC San employees, except classifications considered “at-will”, are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, policies, and/or resolutions. Employees who have not yet successfully completed their initial probationary period serve “at-will” and may be released from employment without cause or recourse to any appeal or grievance procedures.
- Pre-Employment: All employment offers are contingent upon successful completion of OC San’s pre-employment process, which includes a background investigation, a physical examination, and a drug screen.
- Work Location Assignment: Employees will be assigned to a work location based on business needs which may be located at any/all of OC San locations; this work location may be changed at any time.