

INFORMATION TECHNOLOGY MANAGER I

NATURE AND VARIETY OF WORK

This is management level administrative and professional technical work in planning, managing, and directing the staff, operations, performance, maintenance, and services of an information technology system, project, program, and/or division. Incumbents are responsible for (1) managing, monitoring, and securing information technology programs, projects, and systems, and (2) integrating, implementing, and operating software and related hardware to satisfy system, project, and/or program needs. Incumbents provide key administrative and technical support to a division head, and acts as division head in their absence. Incumbents perform with considerable latitude for independent judgment involving system, project, and/or program operations and management in compliance with managerial directives. Work is performed under the general supervision of a higher level Information Technology Manager or other higher level designated supervisor and evaluated in terms of managerial efficiency and overall program management.

EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

Plans, directs, and manages the staff, operations, maintenance, and services of an information technology system, project, program, and/or division.

Directs lower level professional, technical, and administrative personnel and allocate work.

Manages contractors and consultants that provide information technology services.

Coordinates the development and implementation of short and long range planning related to County technology systems, projects, and programs.

Drafts budget estimates and justifications; ensures that funding is used in accordance with operating budgets.

Establishes information technology methods, procedures, standards, and controls.

Recommends technology systems for a variety of activities relative to the analysis of systems operations, requirements, development, and integration.

Ensures efficient systems integration and operations by formulating system plans and solutions.

Develops software/applications that will operate on multiple platforms as needed.

Monitors network operations and supervises maintenance and testing for system efficiency.

Ensures questions and complaints are addressed efficiently and effectively.

Coordinates technology operations countywide.

Ensures that the acquisition of hardware and software; and, data and security requirements are consistent with the County technology plan and strategy.

Serves as project manager for various information technology projects/programs.

Makes projections and presentations regarding the impact of proposals and changes requested to update information technology systems.

Willingly and cooperatively performs tasks and duties which may not be specifically listed in the class specification or position description, but which are within the general occupational category and responsibility level typically associated with the employee's class of work.

REQUIRED KNOWLEDGES, SKILLS, AND ABILITIES

Thorough knowledge of the most recent principles, methods, and practices of information technology systems.

Ability to establish and maintain effective work relationships with departmental officials and other employees.

Ability to prepare, interpret and evaluate proposals and modifications.

Ability to provide information technology solutions to governmental processes and issues.

Ability to supervise and manage technical staff involved in technical projects.

Ability to develop and define the extent of complex research and work studies.

Ability to communicate effectively, both orally and in writing, to internal and external customers regarding highly technical information.

Ability to demonstrate excellence in customer service.

MINIMUM QUALIFICATIONS

Master's Degree in computer science, mathematics, business or public administration, or closely related field, plus at least two (2) years of progressively responsible experience in information technology management, with at least one (1) year of supervisory/managerial experience; or an equivalent combination of education, training and experience.