

## INFORMATION TECHNOLOGY MANAGER II

### NATURE AND VARIETY OF WORK

This is senior management level administrative and professional technical work in the management, direction, planning, design, development, security, operations, performance, and maintenance of large, complex, and critical information technology programs, projects, systems, specialized technical areas, and teams. Incumbents provide key administrative and technical support to a division head, Deputy Director or Director; and supervises lower level staff in this capacity. Incumbents perform with considerable latitude for independent judgment involving program, project, and system operations and management in compliance with managerial directives. Work is performed under the general supervision of a higher level designated supervisor and evaluated in terms of managerial efficiency and overall program management.

### EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

Exercises the full range of supervisory duties and responsibilities over a large division, or coordinates several divisions in the agency.

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

Provides information technology services countywide.

Develops and implements short and long range technology plans in accordance with County strategic plan.

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

Recommends solutions to software, hardware, infrastructure, security, and telecommunication systems issues and customer requests.

Drafts and maintains policies, procedures, processes, guidelines, methods, standards, and controls applicable to equipment and systems, and the operation of the County's technology and the division.

Recommends system plans and solutions that ensure system performance and efficiency to the Director or Deputy Director.

Designs and develops software applications and systems that will operate on multiple platforms.

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

Ensures internal and external customer satisfaction.

Coordinates activities with other departments, agencies, contractors, or vendors.

Directs the development of large and/or complex project or task plans, resource estimates, and schedules for various information technology projects.

Protects the integrity of technology systems by making projections and presentations regarding the impact of proposals and changes requested to update/coordinate 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

Extensive knowledge of the most current principles, methods, and practices of management, software, hardware, infrastructure, security, or telecommunication systems.

Ability to prepare, interpret and evaluate proposals and modifications.

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

Ability to manage technical staff involved in technology projects.

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

Ability to plan and organize large scale assignments.

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

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

Ability to demonstrate excellence in customer service.

### MINIMUM QUALIFICATIONS

Master's Degree in computer science, mathematics, information management or closely related field, plus at least three (3) years of progressively responsible experience in information technology management, with at least two (2) years in a supervisory/managerial experience; or an equivalent combination of education, training, and experience.