



NOVEMBER 2019
FLSA: EXEMPT

INFORMATION TECHNOLOGY SYSTEMS & OPERATIONS 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 administrative direction, directs, manages, supervises, and coordinates assigned activities and operations of the Information Technology (I.T.) Division within the Administrative Services Department, including hardware, software, cyber security, GIS, and telecommunications systems. As a visionary and strategic leader, develops and implements an I.T. strategic plan that supports OCSD's overall strategic goals. In partnership with OCSD management, addresses short and long-term business goals from an OCSD-wide perspective. Through sound methodologies and innovative technologies, optimizes organizational efficiency and effectiveness; directs OCSD's overall information technology systems and operations through coordinated activities with other departments and outside agencies; and provides highly responsible and complex administrative support to the Director of Finance and Administrative Services or Assistant General Manager.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision and strategic direction from the Director of Finance and Administrative Services or Assistant General Manager. Exercises direct and general supervision over assigned staff and is accountable for the results produced by the division.

CLASS CHARACTERISTICS

This is a division manager level classification. Incumbents in this classification manage the information technology function for OCSD. Work includes responsibility for budget, staffing, resources, planning and accountability for the assigned function and related decisions. Incumbents apply advanced management principles and strategic thinking to decisions that impact the organization as a whole and the public being served. Incumbents generally serve as advisors and contributors to the next level of management authority on policies, procedures and major OCSD 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.

- Directs and manages an information technology function that meets OCSD's needs in an innovative, proactive, responsive, and cost-effective manner, addressing short- and long-term business goals from an OCSD-wide perspective.
- Ensures OCSD's safety program and goals are implemented and carried out in the Information Technology Division.
- Uses sound methodologies and innovative technologies in optimizing organizational efficiency and effectiveness.
- Plans, develops and implements an I.T. strategic plan that ensures an appropriate and effective

organizational infrastructure for I.T. activities by choosing and implementing management systems, programming tools and systems products, organizational standards and functions, and workplace methods and procedures that are both: (1) the most effective information and communication technology; and (2) support OCSD's overall strategic goals.

- Develops strategic and operational plans for control, management, and improvement of I.T. 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 OCSD 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.
- Provides leadership in the establishment of systems and technology development priorities for OCSD.
- Ensures project management methodologies and I.T. best practices are developed and followed, and the maximum value is obtained from information technology solutions.
- Consults with and advises OCSD management with respect to modifications, changes and/or additions to ensure state-of-the-art information systems, information technology, and communications technology; ensures divisional support for OCSD's information technology governance structure.
- Plans, directs, and coordinates the division's work plan; assigns projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures; meets with key staff to identify and resolve problems.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; 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; approves expenditures and implements budgetary adjustments as appropriate and necessary.
- Provides staff assistance to the Director of Finance and Administrative Services or Assistant General Manager; prepares and presents staff reports and other necessary correspondence.
- Represents the Information Technology Division to other divisions and departments, elected officials, and outside agencies; coordinates assigned activities with those of other departments and outside agencies and organizations.
- Explains, justifies, and defends division programs, policies and activities; negotiates and resolves sensitive and controversial issues.
- Participates on a variety of boards, commissions, and committees.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information technology.
- Responds to and resolves difficult and sensitive inquiries and complaints.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation and the training of staff in work procedures.
- Advanced principles and practices of public administration including the organization, functions, and problems of sanitation districts.
- Operations, services, and activities of a comprehensive information technology program.
- Concepts, principles, and practices of information system strategic planning.
- Advanced principles and practices of information technology systems and operations.

- Principles of complex network systems security measures, tools, policies and practices.
- Theories, concepts, principles, and practices of new and emerging technologies.
- Operational characteristics of server, networking systems, and cloud computing.
- Use, capacity, characteristics and limitations of computer hardware and software.
- Principles and practices of budget preparation and administration.
- Principles of business letter writing and report preparation.
- Critical thinking and decision-making techniques.
- Pertinent Federal, State, and local laws, codes and regulations.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Principles and practices of customer service and techniques for effectively communicating with the public, vendors, contractors, and OCSD staff.

Ability to:

- Plan, organize, schedule, assign, review, evaluate the work of and train staff.
- Promote individual growth and development of assigned staff in the performance of work assignments including succession and replacement planning activities
- Effectively resolve conflict within assigned area of responsibility.
- Manage and direct a comprehensive information technology program.
- 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.
- Analyze and plan for future information technology requirements.
- Research, analyze, and evaluate innovative technologies and techniques.
- Design, implement, integrate, test and evaluate automated systems and solutions and apply highly complex technical principles and concepts to develop business solutions.
- Manage diverse technologies and employees.
- Identify and respond to sensitive community and organizational issues, concerns, and needs. Develop and administer division goals, objectives, and procedures.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Prepare clear and concise administrative and financial reports.
- Prepare and administer large and complex budgets.
- Interpret and apply applicable federal, state, and local policies.
- Ensure adherence to safe work practices and procedures in the workplace.
- Utilize a computer, relevant software applications and/or other equipment.
- Effectively communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- 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 OCSD.

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; AND

2. Eight (8) years increasingly responsible work experience in information technology and systems operations including four (4) years of supervisory experience.

Licenses and/or Certifications:

- None.

Disaster Service Workers:

All OCSD employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the OCSD 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

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; 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 in 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. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 10 pounds.

ENVIRONMENTAL ELEMENTS

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 upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.