Innovation and Technology Manager - DRAFT~~Information Technology Manager~~

Exhibit-D

Class Code	FLSA Status	EEO-CAT	Rep Status	Salary Grade	Effective Date	Resolution #
192	Exempt	1-Officials - Administrators	Unrepresented	12	09/28/2022	22-036

DEFINITION: Under general direction, maintains primary responsibility for all functions, activities, and staff for a distinct or multiple organizational units within the Department of Innovation and Technology; plans, directs, organizes, and manages operations of the assigned unit(s); contributes to the development and oversees implementation of policies, goals objectives, and short and long-range strategic plans; leads and coordinates complex, technical projects and teams within the department, and develops and administers the budget for the area(s) to which assigned. This is an unrepresented at-will classification.

This classification is distinguished from the Director-level within the department in that the latter has overall responsibility for multiple functional work units, overseeing all programs, functions, and activities, and for developing and overseeing the implementation of policies and short and long-term strategic plans. This classification is further distinguished from the classification of Innovation and Technology Supervisor by the latter's responsibility to supervise the day-today functions of the assigned work unit(s).

REPRESENTATIVE FUNCTIONS **may include but are not limited to the following:**

- Manages employees of assigned unit(s); selects, trains, develops, mentors and guides staff in achieving goals and objectives; coaches and develops employees; provides constructive feedback on performance and behaviors; reviews and evaluates work; counsels and handles personnel actions as needed.
- Participates in the development and directs the implementation of goals, objectives, work standards, policies procedures, short and long-range strategic plans for the assigned unit(s).
- Develops, administers, and controls the budget for the assigned unit(s); 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.
- 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 change.
- Confers with, and serves as a resource to, District departments on the planning, development, and implementation of technology programs and projects which enhance their service delivery and optimize staff efficiencies; responds to difficult and sensitive District department inquiries; assists with resolutions and formulating alternative recommendations; ensures the provision of optimal customer service to departments.
- Participates in administering information technology related contracts; works with other divisions and/or departments to negotiate or renew cost-effective contracts; monitors and evaluates contractor performance to ensure compliance with District standards; initiates corrective action as appropriate.
- Manages and participates in projects performing comprehensive systems analysis to design and develop new systems and enhancements in assigned technology area; consults, confers, and coordinates activities with users, staff from various departments, outside agencies, and vendors to resolve program, system, operational, and procedural problems; analyzes problems and recommends course of action.
- Manages and participates in the administration and maintenance of District-wide and departmental business applications and platforms, including business process redesign and system capacity planning.
- Serves as a liaison for the assigned unit(s) to other District departments, divisions, and outside agencies; attends meetings as necessary; provides staff support to committees, and task forces as necessary; negotiates and resolves significant and potentially controversial issues.
- Provides highly complex staff assistance to an assigned Director or Executive; develops and reviews staff reports related to assigned activities and services; may present information to the Board of Directors and various commissions and committees.

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- Stays abreast of changing laws, regulations and procedures pertaining to information services and technology best practices and regulatory compliance requirements; communicates business implications, and impact to all key stakeholders including the Board of Directors, executive management, other District staff, and various public and private entities.
- Performs related duties as required.

MINIMUM QUALIFICATIONS

Knowledge of: Administrative principles and practices, including the development of goals and objectives, program and work organization, and evaluation and supervision of staff; advanced information technology management theory, principles, and practices and their application to a wide variety of services and programs; industry best practices for information technology management and control; principles and practices for developing and implementing technology policies, procedures, protocols, standards, short and long-range strategic goals; principles and practices of budget preparation, administration and monitoring; techniques, tools, and principles of project management; methods of effective research, analysis, report writing and presentation; techniques for making effective public presentations; principles and practices for contract management and vendor administration; methods of statistical and data analysis; current software for statistical analysis, word processing, spreadsheets and presentation at the advanced level.

Ability to: Analyze complex data and problems, and identify alternative solutions, and the potential consequences of proposed actions; provide for the hiring, professional development, supervision, work review and evaluation of staff; develop and oversee implementation of goals, objectives, complex budgets, policies, procedures and work standards; design, coordinate, and manage complex projects, systems, and/or operations; develop and implement recommendations in support of department and project goals; interpret, apply, and explain District and Board policies and procedures, and relevant state and federal regulations and laws regarding information technology; represent the District at meetings with external agencies and the public; prepare and present technical reports; communicate effectively both verbally and in writing; identify and apply principles of problem solving, research and analytical judgement; exercise sound independent judgment within established guidelines; work effectively under pressure and meet critical deadlines; establish and maintain effective working relationships with those contacted in the course of work using principles of excellent customer service.

Education: Equivalent to a bachelor's degree from an accredited college or university in information systems, computer science, or a closely related field.

Experience: Six (6) years of recent and verifiable, professional level experience in information technology management, including three (3) years of supervisory experience. Additional years of experience may be substituted for the required education on a year-for-year basis.

Physical Requirements: Must maintain the physical condition necessary to: (1) perform tasks in an office setting operating a personal computer, keyboards, and other peripheral equipment; and (2) possess physical mobility in order to travel to external sites and attend external meetings and events.

Special Environmental Conditions: Must be willing to: (1) work outside regular business hours as required and (2) travel between the various District divisions.