

Information Services Manager *

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
195	Exempt	1-Officials/Administrators	Non-Represented	12	9/22/99	NA	1 of 2

DEFINITION: Under the general direction of the Chief Financial Officer, manages computer operations for the District, and the maintenance and programming enhancements of the District's Management Information Systems.

EXAMPLES OF DUTIES/FUNCTIONS: Duties/functions may include, but are not limited to, the following:

Administration:

- Establishes and controls Information Services policies and procedures, technical considerations, priorities and methods.
- Accounts for the overall costs of computer operations.
- Directs preparation, review, and consolidation of the Information Services budget.

Supervision:

- Manages the activities of the Information Services Department to ensure optimum utilization of the District's computers and maintenance programming staff, the timely and accurate completion of scheduled computer operations, and compliance with data processing policies, standards, and procedures.
- Directs multi-computer Data Centers and facilities and facilitates the collection and processing of the District's financial and operational data.
- Makes decisions related to hiring, staffing, promotions, and transfers, and reviews recommendations for discipline regarding Information Services personnel and decides courses of action.

Operations:

- Establishes and monitors Information Services performance standards.
- Develops and maintains schedules for the use of equipment.
- Directs the operations staff in computer and peripheral machine operations, data control, scheduling and quality control.
- Ensures adequate security of the operations area.
- Directs the distribution of sensitive data.
- Develops and maintains a disaster recovery plan and monitors procedures to provide adequate data security over applications software and user data.

Analysis/Evaluation:

- Evaluates, recommends, and implements performance related enhancements.
- Keeps abreast of new equipment and technological developments for possible application within the District.

Liaison/Contacts:

- Acts as liaison with vendors who provide data processing equipment, supplies, and services, and with departments within the District.
- Maintains frequent contact at all levels within the organization, as well as with persons outside the organization to discuss problems and exchange ideas.

Performs other related duties as required.



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MINIMUM QUALIFICATIONS:

Knowledge Of: Computer technology; structured programming; application and operating systems; hardware and software; data communications and networks; effective management techniques; and the fundamentals of supervision.

Ability To: Use independent judgment in planning sequence of work and determining actions to be taken; speak and write clearly and effectively; and establish and maintain effective working relationship with District personnel using principles of good customer service.

Education/Training: Equivalent to graduation from an accredited college or university with a major in Computer Science, Mathematics, or a closely related field. Additional years of required experience may be substituted for education on a year-for-year basis.

Experience: Eight (8) years recent progressively responsible professional experience in computer operations including a minimum of five (5) years in upper level information systems management where the duties included responsibility for those functions listed under "Knowledge Of..." and "Ability To..."

License/Certification: None

* This Classification Specification is a revision of the specification for "Computer Operations Manager" effective January 1984. Resolution # 1109 was passed by the Board of Directors on September 22, 1999. It adopted the proposed class title change to "Information Services Manager" and grade change from 8 to 12. This resolution was passed without benefit of a new classification specification. Therefore, all language from the January 1984 specification has been retained with these exceptions:

Definition:

1. "Chief Financial Officer" formerly read "Assistant General Manager for Finance"
2. "for the District" formerly read "at the District's two Data Centers"

Examples of Duties:

3. "Information Services policies and procedures" formerly read "data processing policies and procedures."
4. "Information Services budget" formerly read "data processing budget"
5. "Information Services personnel" formerly read "data center personnel"
6. "Information Services performance standards" formerly read "data center performance standards"
7. "application within the District" formerly read "application within the department"

Experience:

8. "experience in Computer Operations" formerly read "experience in data processing."
9. "upper level information systems management" formerly read "upper level data processing management"

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