Information Services Support Manager

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
194	Exempt	1-Oficials, Administrators	Non-represented	11	Revised 8-27-04	2053	1 of 2

DEFINITION: Under the general direction of the Chief Technology Officer, coordinates and manages the delivery of information to District executive management, manages the District's data warehouse and executive information system, and directs and coordinates the activities of the various Information Systems Project Managers.

DISTINGUISHING CHARACTERISTICS: Incumbents in this classification are responsible for ensuring the accurate and timely delivery of all required data and information to the District's executive management; implement and maintain the District's Data Warehouse; and coordinate the activities of the Information Systems Project Managers to ensure that all ongoing and implementation projects interface, and conform to both District and department needs, policies, procedures, and technical standards. In contrast, Information Systems Project Managers lead one or more individual projects.

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

- Manages and implements the District's data warehouse to ensure the accurate delivery of information to the District's executive management.

- Consolidates data and other information from various databases and systems for delivery to executive and management level end-users.

- Coordinates the collection, compilation, formatting, and analysis of data, and develops new databases, data cubes, digital warehouses, data marts, corporate portals for the access of critical corporate metrics, and performance management information.

- Coordinates the activities of the Information Systems Project Managers to ensure the proper interface of all systems, databases, and software, as well as adherence to District policies, procedures and technical standards.

- Identifies software application systems operations and processes that require performance-related investigation, researches related issues, and develops strategies to obtain and provide on-line display of pertinent data for use by District managers.

- Consults with various District departments on performance data collection and analysis, and advises department managers on the proper use of new databases, the interpretation of data, and the setting of performance monitoring parameters.

- Investigates, reviews, and recommends the purchase of hardware, software, program updates, and related equipment and peripherals.

- Monitors, motivates, and provides technical support to Information Systems Project Managers and individual project team members.

- Manages and/or leads one or more Information Systems special projects.

- Writes user and systems requirements, documents and procedures, and prepares specifications.

This Class Specification is intended to present a descriptive list of the range of essential functions performed by an incumbent in this class, but is **not** intended to reflect all duties performed within the job.

Est 5/2/02
REV 8-04

Date:

APPROVED BY RICK FERNANDEZ, GENERAL MANAGER

Information Services Support Manager

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- Confers with end-users, consultants, and vendors to identify needs, discuss project status, and ensure project efficiency.

- Participates in the selection and supervision of external consultants and contractors, and may negotiate and recommend contracts and payments for services.

- May be required to temporarily replace or act in the position of the senior District staff member to whom this position normally reports, and may be required to perform some or all of the senior staff member's essential functions in such situations.

- Performs related duties as required.

MINIMUM QUALIFICATIONS:

Knowledge Of: Project management methodology; principles of supervision, project control and budgeting; principles and practices of hardware and/or software applications in a client-server environment; principles, procedures, methods, and current state-of-the-art database software; on-line analytical processing databases; pertinent computer programming languages including web-based and browser-enabled applications; standard business software; principles and practices of data collection and analysis; basic research techniques; statistical techniques; basic mathematics and algebra; business English usage; and modern office methods and procedures.

Ability To: Research and make recommendations regarding implementation of new programs, systems, and/or technologies including time and cost estimates; compile, interpret, and analyze data from various databases, coordinate data into efficient presentations and formats, and develop new databases; train, motivate, and supervise the work of technical staff at various levels of proficiency; team build and provide leadership; analyze organizational and operational performance measures and performance related issues, and identify areas for process improvement, research current practices and develop effective new processes based on that research; anticipate, troubleshoot, and resolve project disruptions and malfunctions with databases, networked systems, and/or PCs; write documentation, reports, Requests for Proposals (RFPs), and user information; review and analyze user requirements; design, document, and implement testing routines; keep abreast of current and imminent developments in computer technology and software; provide data analysis and consultation services to District managers on a wide range of issues; communicate effectively both orally and in writing; and establish and maintain effective working relationships with District staff, and members of the public using principles of good customer service.

Education/Experience: Equivalent to a Bachelor of Science degree from an accredited college or university in Computer Science, and a minimum of five (5) years experience in management of databases and multiple concurrent Information Systems technology projects. A Master of Science degree in Computer Science may substitute for up to two (2) years of the required experience.

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		APPROVED BY RICK FERNANDEZ, GENERAL MANAGER