ASSISTANT DIRECTOR OF INFORMATION TECHNOLOGY

DEFINITION

Under administrative direction of the Director of Information Technology, plans, organizes, coordinates, and directs the activities of a major division of the Information Technology Department to introduce improved efficiencies and effectiveness; implements and monitors policy compliance; applies sound management principles to build and maintain an effective workforce; acts on behalf of the department head in his/her absence to achieve departmental and County missions; and performs other work as required.

DISTINGUISHING CHARACTERISTICS

Assistant Director of Information Technology reports directly to the department head and is a key member of the department's executive management team. The work of this position emphasizes the management, coordination and planning of all functions of a major organizational unit of the Information Technology Department. The major organizational units consist of either 1) Application or production services, technical services, printing and graphics services, and records retention services or 2) Telecommunications and Data Center services providing network communication services and technical services that serve Monterey County departments' information needs. Work assignments are normally given verbally and results are evaluated in terms of the effectiveness of the organizational unit's operation and its contribution to the achievement of overall department goals. Depending upon the assignment, may involve a high degree of personal contact with advisory boards, staff, elected and appointed officials, the County, and other agencies, (i.e. police, fire, hospital, and cities) within the County. This position advises the Director on project feasibility, optimum utilization of Department personnel and equipment, resources, policy implementation considerations, and other specialized or technical questions.

Assistant Director of Information Technology is distinguished from the higher level Information Technology Director in that the latter is responsible for the development and successful implementation of the policies, goals and mission of the entire Information Technology Department and satisfying the information technology requirements and needs of the entire County.

Assistant Director of Information Technology is distinguished from the lower level Information Technology Manager in that the latter plans, administers, coordinates, and supervises the day-to-day activities of a major operational program within a division with a particular type of technology and is responsible for the efficient operation and support of that technology's assets.

Assistant Director of Information Technology is distinguished from the lower level Information Technology Business Manager in that the latter focuses on the delivery of technology infrastructure issues and the supply of information technology services from the Information Technology Department to assigned client department group,

EXAMPLES OF DUTIES

Nothing in this specification restricts management's right to assign or reassign duties and responsibilities to this position at any time.

1. Plans, organizes, directs, and coordinates the activities of a major division of the Information Technology Department; provides leadership, direction, and guidance for development and operational activities to achieve the department's long and short range goals and business objectives.
2. Assists the Director of Information Technology in formulating and implementing policies, programs, procedures, and standards for activities of the Information Technology Department.
3. Exercises considerable independent judgment to analyze, develop, and recommend plans and solutions to operational, management, business process, or countywide telecommunications and Data Center

operations services including hardware and software activities and associated problems, and utilizes effective leadership skills to implement such plans and recommendations.

4. Recruits, interviews, selects and evaluates staff; assigns and reviews projects with project managers to determine progress and work priorities; ensures adherence to standards and procedures; identifies, recommends and initiates training for division staff.

5. Directs managers, information technology staff, customer support teams, and a customer call center to provide liaison with technology-using departments, the Board of Supervisors, and the County Administrative Officer to affect resolution of client issues, accomplish work requests, and recommend viable technical improvements to business processes.

6. Coordinates and works closely with other IT divisions and County departments to identify objectives, plans, and methods to satisfy business requirements and negotiates service level agreements in support of these requirements.

7. Responsible for the development and maintenance of a products and services catalog describing the offerings and prices of ITD services and participates in the development of service level agreements for the delivery of those products and services.

8. Identifies opportunities to develop and market systems that will enhance operational efficiencies and revenue opportunities; evaluates and recommends new tools and methodologies that will expedite or enhance the development process.

9. Prepares, monitors and administers annual budget for division including staffing and hardware and software services; negotiates contracts and services with vendors; coordinates, reviews and analyzes requests for proposals including ensuring compliance within technical specifications; aids County departments in development of information technology budgets.

10. Coordinates system availability, performance management, and capacity planning issues; assures timely, accurate and prompt turnaround of work orders/requests; monitors workload statistics in support of achieving service level agreement goals; and reviews plans for new construction, remodeling or requests for telecommunications and data communications services requirements.

11. Acts on behalf of the Information Technology Department in his/her absence as directed.

QUALIFICATIONS

A combination of experience, education, and/or training which substantially demonstrates the following knowledge, skills and abilities:

Knowledge and Skills:

Thorough knowledge of:

1. County values and principles and methods of organization and accomplishing work in a county government
2. Principles, practices, systems, and equipment of the division to which assigned.
3. Methodology, materials, capabilities, and limitations of equipment of the division to which assigned. For telecommunications division this would include: complex telecommunications systems including: ISDN voice/data telephone systems, voice mail systems, land mobile radio systems, point-to-point terrestrial microwave systems, data transmission systems, and video technology
4 Principles and practices of public administration, including organizational development, financial, fiscal and personnel management, budgeting, and supervision
5. Principles and practices of customer service and relations to develop and maintain a high level of customer satisfaction with services and products delivered by the Department.
6. Principles and practices of the Information Technology Infrastructure Library (ITIL) to continually move the Department toward documented, reliable, and consistent service delivery processes and procedures,

to include appropriate Performance Metrics, Financial Management, and Continuous Service Improvement.

7. Principles and practices of project management to achieve project objectives within established budgets and schedules

8. Applicable federal, state and local laws, ordinances, and provisions of the division to which assigned (for telecommunications this would include the applicable laws affecting public telecommunications construction and maintenance related to public safety)

Working knowledge of:

1. Administrative and economic aspects and procedures utilized in the development, maintenance, operation and repair of countywide information technology facilities, equipment, and systems

2. Principles and practices of human resources management, staff development, and supervision, including County personnel rules, policies, and procedures

3. Bargaining unit Memoranda of Understanding as they apply to other County departments as well as subordinate personnel

4. Principles and practices of the financial areas of cost accounting and procurement activities

5. Principles and practices of office management and administrative organization

6. Public relations principles and techniques for inter-agency work with other government agencies

Skill and Ability to:

1. Plan, manage, and oversee the coordination and implementation of work plans to achieve a designated objective; manage the coordination of multi-faceted projects and studies, including coordination and planning for resources, manpower and timing; and adapt to and plan for changes in technology and work environments

2. Plan, organize, and direct the activities of division staff, contractors, and others related to the activities of the division

3. Exercise initiative, ingenuity and sound judgment in analyzing and evaluating problems, information, and situations; develop effective and creative solutions and action plans; and effectively implement and monitor plans

4. Analyze, evaluate and draw logical conclusions from complex technologies and related technical data

5. Communicate clearly and effectively, both orally and in writing with both technical and non-technical personnel; prepare clear and concise administrative and technical reports, correspondence and memoranda; provide clear and composed speeches to staff and the public as needed

6. Establish and maintain effective working relationships; provide excellent and courteous customer service; and evaluate and develop improvements to enhance the effectiveness and efficiency of services provided to County departments

7. Read and comprehend complex written and technical materials

8. Recognize problems of a sensitive or political nature and understand organizational and political implications of decisions and recommendations

9. Work under pressure of time and conflicting demands

REQUIRED CONDITIONS OF EMPLOYMENT

As a condition of employment, the incumbent will be required to:

1. Successfully pass a modified background investigation

2. Possess and maintain a valid California Class "C" driver's license with a satisfactory driving record, or be able to provide suitable transportation that is approved by the appointing authority

3. Be available to respond to off-hours situations, work occasional nights and weekends, off-hours situations, holidays, and during times of emergencies and disasters
4. In the event of an emergency, may be required to work under adverse working and weather conditions, (i.e. in and around electrical equipment, outdoors in inclement or hot weather, dust, wind, and on towers up to 200 feet high

EXAMPLES OF EXPERIENCE/EDUCATION/TRAINING

Any combination of training, education and/or experience which provides the knowledge, skills and abilities and required conditions of employment listed above is qualifying. An example of a way these requirements might be acquired is:

Education

Completion of courses leading to a Bachelor's Degree in Computer Science, Management Information Systems, Business Administration, Public Administration, Electronics, Data Processing Operations, Software Engineering, Communications Engineering, Electrical Engineering, Radio Technology, Telecommunications or a related field; and

Experience

Approximately five years of increasingly responsible experience in the management and administration of a major information technology program, telecommunication system or function, at least two years of which must have been in a senior management position. In the telecommunications division, the senior management position must have included responsibilities for major telecommunications systems, such as voice, data, video, voice mail, microwave, multiplex, networking, and FM two-way radios, and which must have also included responsibility for the installation and/or maintenance of a major telecommunications system minimally equivalent to a 4,000 line voice/data telephone system.

PHYSICAL AND SENSORY REQUIREMENTS

The physical and sensory abilities required for this classification include:

1. Sight in order to read computer screens and standard computer printouts
2. Hearing, speech, sight, and physical dexterity sufficient to function in a typical office environment
3. Coordinated, skillful movements of fingers, hands and arms to operate a computer keyboard
4. In the case of an emergency, this position may require the strength and dexterity to climb, crawl, kneel, crouch, or twist to reach/and or work with assigned systems

Assistant Director of Information Technology

CLASS HISTORY   **CLASS DATA**

Class Code:	16C92	Job Group:	01
Established Date:	July, 1990	EEO Category:	OA
Revised Date:	May, 2008	Work Comp. Code:	8810
	January, 2011	Bargaining/Employee Unit:	Y
		FLSA:	E

Former Title(s):   Assistant Information Systems Manager

Assistant Information Systems Director - Customer Service

Consolidated: May 2008 - Assistant Information Systems Director - Telecommunications (43L40)

Prepared by: Cynthia Berry, HR Analyst

1/25/2011

Approved by:

/s/ Gerta McClay

County Administrative Office

2/7/2011

Date