

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

CLASS TITLE: INFORMATION SERVICES DIVISION MANAGER
DEPARTMENT: GENERAL SERVICES
REPORTS TO: GENERAL SERVICES DIRECTOR
CIVIL SERVICE: YES

CLASS CODE: 0151
FLSA STATUS: E
DATE: 7/07
BARGAINING UNIT: Management

JOB SUMMARY:

Under general direction, manages, coordinates and supervises the operations, functions and staff within the Information Services Division of the General Services Department; assists the General Services Director by planning, organizing and directing County centralized network, operations, applications administration, programming, telecommunications, GIS, customer support and related information technology services; develops, recommends and implements policies and procedures pertaining to assigned functions; oversees and directs the most complex technology projects; and acts in the absence of the department director.

DISTINGUISHING CHARACTERISTICS:

This is a single position management class with responsibility for planning, organizing and managing the county's centralized information technology functions. The incumbent reports directly to the General Services Director. This class can be distinguished from the higher-level class of General Services Director because the latter has senior management responsibility for administering multiple divisions within the General Services Department.

SUPERVISION EXERCISED:

The incumbent exercises full scope supervision over subordinate supervisory, professional, technical, clerical and other staff.

EXAMPLES OF DUTIES: *Duties may include but are not limited to the following:*

- Plans, organizes, directs and coordinates the activities of the Information Services Division in consultation with the General Services Director; provides overall leadership, direction and guidance for development and operational activities across all County hardware and software platforms in compliance with the County's long and short range goals and objectives.
- Develops, recommends and implements policies and procedures for County technology activities; coordinates, leads and participates in various technology strategic planning activities; identifies and recommends opportunities to develop and enhance operational efficiencies; researches, evaluates and recommends new tools, equipment and methodologies to expedite and/or improve technology processes.
- Recruits, selects, develops and trains assigned staff; assigns, directs, monitors and evaluates staff work; ensures adherence to policies, standards and procedures; identifies and arranges for staff development needs; recommends and implements employee discipline.
- Provides advanced technical support and direction regarding the development, enhancement and maintenance of County centralized network, operations, applications administration, programming, telecommunications, GIS, customer support and related information technology services; authorizes solutions for difficult technical issues and problems; monitors workload statistics to plan capacity and other upgrades; ensures that work schedules and deadlines are met.
- Develops, prepares, recommends and administers the Division budget; compiles and analyzes workload data; consults with other departments regarding their information technology needs and plans; prepares complex budgetary reports and fiscal summaries.
- Communicates and coordinates with other departments and divisions to help identify and achieve their information technology goals; facilitates discussions regarding business needs and objectives; analyzes and identifies information system requirements; plans, develops and presents options and recommendations for technology solutions; plans short, intermediate and long range hardware, software and telecommunications service delivery goals and objectives.
- Provides technical expertise and oversees the design of new computer and telecommunications systems for new and/or refurbished County buildings.
- Coordinates and manages a wide range of complex information technology projects; meets with County managers to identify and recommend project goals and technical criteria; communicates with vendors and contractors to research products and services; develops requests for proposals; reviews and recommends vendor and contractor proposals; negotiates and oversees the administration of assigned contracts and agreements; monitors and administers project budgets.

- Oversees the resolution of complex system availability, performance management and capacity planning issues pertaining to assigned computer and telecommunications systems; ensures the timely, accurate and prompt provision of customer service and monitors customer feedback; receives and resolves customer complaints; adjusts practices as needed.
- Recommends and coordinates the procurement of new hardware, software and supplies for assigned functions and areas; ensures compatibility with existing systems.
- Attends and participates in meetings; serves on committees and task forces; represents the County to groups and individuals as assigned; regularly communicates with the Director regarding the status of assigned projects, issues, goals and objectives.
- Monitors and analyzes legislation and trends pertaining to information technology; recommends technology changes and upgrades to ensure that County technology is efficient and current and in compliance with regulations.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Servers and peripherals

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Graduation from an accredited four-year college or university with major coursework in computer science, information systems or a related field, AND six years of progressively responsible professional information technology experience that included the development, enhancement and maintenance of centralized network, operations, applications administration, programming, telecommunications, GIS, customer support and/or related information technology services, with at least two years at a supervisory level. Specific experience related to the work of the assigned division may be required. Additional highly relevant professional experience may be substituted for the required education.

Licenses and Certifications:

- A valid California driver's license is required.
- Certification as a Cisco Certified Network Administrator (CCNA) or Microsoft Certified Systems Engineer (MCSE) is highly desirable.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Principles and practices of public and business administration, including planning, budgeting, procurement and contract management.
- Principles and practices of leadership, motivation, team building and conflict resolution; public sector supervision and personnel management.
- Principles, practices and technologies of wireless, voice and data communications.
- Methods of analyzing customer business needs and recommending technology solutions.
- Principles and methods of cost/benefit analysis, project cost estimating and budgeting.
- Computer infrastructure elements including networks, applications, personal computers and mid-range computers.
- Information technology and networking concepts pertaining to teleprocessing, LAN, WAN, database administration, telecommunications, wireless and distributed systems.
- Database design and structured coding and analysis; standard application development products.
- Principles, methods and techniques of systems analysis, inter-relationships, design, implementation and integration.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of research, statistical analysis and report development.

- Principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public information technology management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Planning, organizing and directing functions and staff.
- Selecting and motivating staff and providing for their professional development.
- Preparing cost estimates, cost/benefit analyses and budgets.
- Analyzing and resolving technology related problems and customer requests.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Researching, compiling and summarizing information, including statistical data.
- Identifying the computer industry's top of the class software and hardware solutions to fit organizational needs.
- Developing requests for proposals and contracts.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Applying analytical and management thinking to solve problems and accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Mental and Physical Abilities:

- Provide consistent and productive leadership to others in both routine and stressful situations.
- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical policy makers in the County.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.
- While performing the essential functions of this job, the incumbent is regularly required to walk, stand, bend and sit; use hands to operate a keyboard, grasp, handle, or feel objects; reach with hands and arms, above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push and pull objects up to 20 pounds.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's working conditions are typically moderately quiet, but may include some exposure to computer noise.
- Duties may require travel to different sites and locations.
- Duties may require some evening, weekend, holiday and/or on call work.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.