

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

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

CLASS CODE: 0157
FLSA STATUS: E
DATE: 7/07
BARGAINING UNIT: MANAGEMENT

JOB SUMMARY:

Under general direction, manages and supervises computer support operations, functions and staff within the Information Systems division of the General Services department; assists the General Services Director in planning, organizing and directing County centralized operations/applications support, geographical information systems and related information technology services; recommends and implements policies and procedures pertaining to assigned functions; coordinates and supervises the staff and day-to-day operations of the assigned work unit; manages assigned technology projects; and acts in the absence of the Director when assigned.

DISTINGUISHING CHARACTERISTICS:

The Information Systems Operations Manager is a single-incumbent management classification with responsibility for managing an Information Services operational unit within the General Services Department. The incumbent reports directly to the General Services Director, and duties emphasize the management and supervision of several complex information technology functional areas. This class can be distinguished from the higher-level class of General Services Director because the latter has department head responsibility for administering multiple divisions within the General Services Department. It can also be distinguished from the class of Information Services Network Manager because the incumbent of that class manages the Network Services operational unit by planning, organizing and directing County centralized network, applications programming, telecommunications, customer support and related information technology services.

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:*

- Manages and supervises the computer support operations, functions and staff within the Information Services division of the General Services Department; oversees operations/applications support, geographical information systems, and other areas; assists the Director in planning, organizing, directing, staffing and controlling the activities of assigned areas.
- Provides technical direction and leadership pertaining to County enterprise and mainframe systems; leads, participates in, and supports programming and development activities; develops and recommends job control processes to meet end user requirements; ensures that job request deadlines are met.
- Recruits, selects, develops and trains assigned staff; assigns, directs, monitors and evaluates staff work; ensures adherence to policies, standards and procedures; identifies, recommends and arranges for staff development; recommends and initiates employee discipline as authorized.
- Serves as system administrator for assigned mainframe systems; resolves technical system problems and/or coordinates with vendors regarding complex issues or service requirements; monitors system capacity and coordinates upgrade efforts; monitors and ensures system security; coordinates and performs system testing and analysis; and coordinates and/or provides end user training.
- Develops and recommends policies and procedures for assigned areas; participates in technology strategic planning activities and identifies opportunities to enhance operational efficiencies; evaluates and recommends new tools, equipment and methodologies to expedite and/or improve assigned processes.
- Coordinates information technology projects; reviews and recommends project goals and technical criteria; communicates with vendors and contractors to research products and services; develops requests for proposals; reviews and recommends proposals; negotiates and administers assigned contracts and agreements; monitors and administers project budgets.
- Recommends and coordinates the procurement of new hardware, software and supplies for assigned functions and areas; negotiates contracts and services with vendors.

- Monitors the day-to-day status of computer operations matters such as printer functions, current and backup power supplies, air conditioning and building security.
- Assists the Director with the preparation, monitoring and administration of the Division budget; compiles and analyzes workload data; consults with other departments regarding their information technology needs and plans; prepares complex correspondence, reports and statistical summaries.
- Attends and participates in meetings; serves on committees and task forces; represents the County to groups and individuals as assigned; continuously 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 computers and system terminals
- Mainframes, servers and peripherals

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems or a related field, AND five years of progressively responsible professional information technology experience that included the development, enhancement and administration of mainframe systems and applications, with at least one year at a supervisory level. An equivalent combination of education, training and experience may also be qualifying.

Licenses and Certifications:

A valid California driver's license is required.

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.
- 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 concepts pertaining to database and system administration.
- Programming design, languages, and operating systems as well as 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.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving technology related problems and customer requests.
- Researching, compiling and summarizing information, including statistical data.
- 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 typically include some exposure to large computer noise.
- 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.