



CLASS SPECIFICATION FOR:

## IT Manager II

### General Statement of Duties:

Responsible for the day-to-day and strategic management of the staff and resources in multiple assigned functional areas in the County's centralized IT Department (e.g. Application Development, Application (COTS) Administration, Database Administration, GIS System Administration, Help Desk Support, Network/Telecommunications Administration, Virtual Infrastructure and Server Administration, Storage Administration, Systems Administration, Systems Development, Security Administration, Web Administration) including managing staff and resources for one or more specialized systems (e.g. microwave, low voltage, etc.) or projects (limited life with begin/end) teams working in assigned functional areas; supervises two or more assigned first line supervisors/IT Managers; performs related work as assigned.

### Distinguishing Features of Class:

An employee in this class performs middle manager duties. Primary responsibility is for ensuring the effective functioning and utilization of multiple assigned functional areas, including strategic planning, implementing, and maintaining hardware, software and related components to support the assigned functional areas and the County's operational needs. May also have responsibility for staff and resources supporting one or more specialized systems or project teams. Serves as liaison with department staff to provide necessary support to ensure access, operability and end user functionality efficiently supports departments' immediate and long-term operational needs. This class has much latitude in exercising independent judgment within general policy guidelines set forth by the Assistant Director and/or Director of Information Technology (IT). Work is performed under limited supervision with primary responsibilities for managing programs and operations to support the departments' and County's overall goals and mission, as well as the end users' and public's needs and interests. Reports to the Assistant Director or Director of IT.

### Examples of Assigned Duties *(illustrative of the types and scope of duties and responsibilities assigned to positions in this class):*

- Responsible for the effective supervision of assigned direct reports (IT Managers) including scheduling, performance evaluations, making project related decisions as needed, managing resources, managing priorities, and other related activities not limited to selection, training, coaching, mentoring, providing feedback, disciplinary actions and providing development opportunities;
- Assists direct reports with the effective supervision and management of their assigned staff and resources;
- Provides planning, direction, and integration of activities and resources for multiple major functional areas that have County-wide or multi-agency impact and deals with the newest technologies;
- Serves as a subject matter expert (SME) for assigned staff, IT and other departments Countywide, partners and internal and external stakeholders;
- Manages IT activities for multiple assigned functional areas including staff, resources, relationships with stakeholders (e.g. departments, vendors, public, etc.) and operations to ensure efficient IT resources are adequately and appropriately available and meeting stakeholders immediate and long-term operational needs;
- Oversees the integration of software, hardware and related components into centralized IT supported systems and assures effective equipment and software use and preventive maintenance;
- Provides and ensures support for departments, end-users, internal and external customers Countywide;
- Liaisons with departments and end users to establish and maintain effective working relationships;
- Liaison with department staff to provide necessary support to ensure access, operability and end user functionality efficiently supports departments' operational needs;
- Liaisons with IT staff for cross-functionally impact;
- Confers and coordinates with agency representatives and user groups to solve problems and to determine system enhancement/development needs and requirement;
- Directs the development of IT project plans by facilitating and directing multi-disciplinary teams;
- May matrix manage like functions and/or projects in other branches, divisions or departments;
- May develop specifications for RFPs and assists with the RFP evaluation and award processes as assigned;
- Serves as a working supervisor handling assigned area specific tasks and projects as needed;
- Researches, evaluates, recommends and introduces new technologies as required;
- May assist with or prepare budget projections for assigned functional areas,' operational needs (e.g. staff, equipment, licenses, technology replacement and upgrades, etc) and manages staff/operations within approved budget;
- May serve on, chair or otherwise support or participate with committees;
- Attends all required training and maintains all required certifications;



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- Maintains current comprehensive knowledge of assigned IT areas' best practices and guidelines as well as latest equipment and tools;
- Meets regularly with assigned staff to facilitate open, accurate and up-to-date communications and collaboration;
- Responsible for the selection of full-time and part-time staff and interns;
- Collaborates with all levels of IT staff to develop and implement IT infrastructure plans and policies and procedures that ensure efficient operations and exceptional service delivery to County operations and end-users;
- Manages activities related to policy, development, and implementation of County IT strategic plan;
- Performs other duties as assigned.

### Required Knowledge, Skills and Abilities:

Thorough knowledge of modern methods and techniques of information technology resources management; comprehensive knowledge of hardware, software, systems, and all other components and peripherals related to IT functional areas and their potential impact on County operations; thorough knowledge of the capabilities and requirements of various computer platforms; thorough knowledge of functioning in centralized, distributed, client server, and stand-alone operating environments and their potential impact on County operations; thorough knowledge of multi-platform computer programs and their potential impact on County operations; thorough knowledge of systems analysis and programming; excellent project management skills with ability to manage projects of all sizes and complexity levels from concept to completion; demonstrated ability to work effectively as a team member and as a leader; excellent communication skills with the ability to present ideas and recommendations clearly and concisely both orally and in writing to diverse audiences; excellent interpersonal and communication skills to communicate technical information to non-technical audiences in user friendly language; demonstrated ability to establish and maintain effective working relationships with County officials, employees and the public as well as professional organizations and other resources (e.g. user groups, vendors, etc.) relevant to assigned IT functional areas; demonstrated ability to collaborate effectively to achieve department and County goals; thorough understanding of and demonstrated ability to develop effective technology solutions to efficiently effectively to achieve department and County goals; demonstrated collaboration skills including the ability to lead, manage and partner effectively with diverse array of internal and external stakeholders, vendors and other relevant partners; demonstrated ability to multitask and effectively manage competing priorities and make sound decisions; excellent management and supervisory skills including the ability to develop, coach and mentor as well as foster and maintain high morale and engagement; sound critical thinking skills with the demonstrated ability to problem solve and make sound decisions, including but not limited to under pressure and in emergency situations; physical condition that permits the activities necessary in and inherent to the management of resources and to perform assigned duties, including manual dexterity; ability to develop and maintain detailed accurate records (technical and other required records) and to make regular and special reports as assigned; accounting or other financial skills with sufficient ability to develop cost projections or budgets, manage expenditures in accordance with County Finance policies and manage operations effectively within an approved budget; ability to enter, retrieve and analyze data using common business software as well as industry specific software; good judgment; excellent customer service skills; tact; and courtesy. May occasionally require working evenings, weekends, or holidays.

### Minimum Education and Experience:

Education: Four (4) year degree in a relevant IT field;

Experience: Eight (8) years of progressively more complex and responsible experience relevant to assigned IT functional area(s) of responsibility, including two (2) years of previous supervisory experience;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- May require a valid driver's license to provide support at locations Countywide.
- May require other certifications relevant to assigned IT functional areas.