



CLASS SPECIFICATION FOR:

Department IT Manager

General Statement of Duties:

Responsible for managing the IT staff, end user support and identified department-supported IT hardware/software and other related peripherals and infrastructure for one assigned department in collaboration with the centralized IT department; coordinates the department-level technology support and management with the appropriate staff and resources in the County's centralized IT Department; does related work as required.

Distinguishing Features of Class:

An employee in this job classification works in an assigned department and manages the department's day-to-day IT support and staff in addition to the department's hardware and software not managed by the County's centralized IT Department. Responsible for providing the department's basic first line help and support to end users; works with end users to ensure proper computer, peripheral and wireless device operation so that end users can accomplish business tasks and support customers; and responds to routine requests for break/fix support, password resets, how to questions and users' issues with equipment, common business software, office automation software, related peripherals, wireless devices, phones, connectivity issues, etc. Responsible for managing department-specific third-party software and applications including scripts and reports, web site (intranet and internet sites) within County guidelines, assigned GIS layers, computers and other hardware and related peripherals, wireless devices, mobile phones and the assigned department's A/V equipment. Coordinates the department-level technology support and management with the appropriate staff and resources in the County's centralized IT Department. Receives general supervision from Department Director or Assistant Director.

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 staff including staff schedules, time cards and leave, performance evaluations, prioritizing and assigning work, 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 for assigned staff;
- Provides planning, direction, and integration of activities and resources for department-specific IT operations and infrastructure not supported by centralized IT Department which may include department-specific third-party software and applications including scripts and reports, web sites (intranet and internet sites) within County guidelines, assigned GIS layers, computers and other hardware and related peripherals, wireless devices, mobile phones and the assigned department's A/V equipment;
- Coordinates and administers appropriate security for department's end-users and IT resources;
- Collaborates closely with department staff and centralized IT Department staff to provide necessary support to ensure access, operability and end user functionality efficiently supports departments' operational needs;
- Develops technology solutions for department's operational and end-users' needs in collaboration with the County's centralized IT Department;
- Works with appropriate department staff and centralized IT staff to develop specifications for RFPs and assists with the RFP as assigned;
- Serves as a subject matter expert (SME) for assigned staff, IT and other departments Countywide, partners and internal and external stakeholders;
- Serves as a working supervisor handling assigned area specific tasks and projects as needed;
- Researches, evaluates, recommends and introduces upgrades, patches, scripts, reports and other tools or equipment as needed and in collaboration with the centralized IT Department;
- Prepares request for proposals (RFP), studies, reports, audits, and other written products which require accurate detailed and highly technical information for dissemination to internal and external customers as related to IT functions
- Assists with or prepares the budget projections for department's IT infrastructure, including hardware, software, applications, related peripherals, wireless devices, mobile phones and A/V equipment, and manages staff and operations within approved budget;
- Develops short, intermediate, and long range plans for the department's IT infrastructure and systems in collaboration with the Department management team and centralized IT Department staff;
- Directs and develops the implementation of section policies and procedures necessary to provide consistency of the operation of the IT system while ensuring compliance with applicable laws, regulations, and other County and centralized IT directives;
- Creates and maintains accurate technical documentation and records, paper and electronic, including the current work order system;



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- May serve on committees or special project teams as assigned;
- Attends all scheduled training and meetings;
- Maintains current comprehensive knowledge of assigned IT best practices and guidelines as well as latest equipment and tools;
- Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

Thorough knowledge of modern methods and techniques of information technology infrastructures and resources management; comprehensive knowledge of hardware, software, systems, and all other components and peripherals related to assigned department's IT needs and 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; thorough knowledge of multi-platform computer programs; 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 collaboratively develop effective technology solutions to efficiently 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 of study;

Experience: Five (5) years of progressively responsible IT experience, with one (1) year of 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 department.