



Midpeninsula Regional Open Space District

INFORMATION SYSTEMS AND TECHNOLOGY MANAGER

DEFINITION

Under general direction, plans, directs, coordinates, participates and supervises District-wide information systems and technology operations. Coordinates and addresses the information systems and technology needs of other District departments. Drives innovation, performs system analysis, and oversees the maintenance of technology tools for the District.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Chief Financial Officer/Director of Administrative Services. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises direction and supervision over technical staff.

CLASS CHARACTERISTICS

This is a Department Manager classification that oversees, directs, and participates in all activities of the Information Systems and Technology (IST) Department, including short- and long-term IST strategic planning, project and budget management, contract negotiations and management. This class provides assistance to staff across all departments. Successful performance of the work requires significant knowledge of a broad range of technology and information systems, and the ability to develop, oversee, and implement projects and programs across all departments. Responsibilities include the oversight of day-to-day operations of information technology systems which include, but are not limited to, operating systems software for PC environments, network management, GIS, internet and intranet applications, multi-media and telecommunications. The incumbent will act as the District's primary professional/technical expert in the areas of assignment. The incumbent is accountable for accomplishing department planning and operational goals and objectives and for furthering the District's mission, goals, and objectives within general policy guidelines.

EXAMPLES OF ESSENTIAL FUNCTIONS *(Illustrative Only)*

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assigns, schedules, and supervises the work of the Information Systems and Technology Department including but not limited to financial management, work order and project management, network management, PC applications, programming, website, document management, human resource, payroll, and geographical information systems and multi-media communications.
- Implements and updates an information systems and technology strategic plan.
- Confers and builds consensus with other departmental representatives to determine system functions, procedures, desired results and problem definitions.

- Manages information technology infrastructure, architecture, systems, networks, software and resources across multiple departments and platforms.
- Oversees the development of standards, procedures and practices.
- Performs administrative duties including budget preparation, employee selection, training and evaluation.
- Develops work performance standards, analyzes workload needs and prepares preliminary budget expenditure and staff allocations.
- Provides for training and development of self, Department staff and other District staff.
- Maintains accurate and up-to-date database system documentation and operating procedures.
- Evaluates the effectiveness of existing services and operations.
- Responsible for the performance, safety and security of the organization's information systems and technology, including establishment of data standards and security procedures for both software and physical protection.
- Analyzes, evaluates and selects vendor-supplied software and hardware products; recommends and coordinates acquisitions, installations and use.
- Prepares and administers requests for proposals and bids and negotiates contracts.
- Selects and monitors contractor and consultant performance.
- Makes recommendations to management about technology solutions.
- Coordinates the work of the department with that of other departments.
- Implements business continuity and disaster recovery plans
- Ensures employee compliance with applicable of safety rules and regulations.

QUALIFICATIONS

Knowledge of:

- Personnel management, supervision and training.
- Public agency budget preparation and contract negotiations and administration.
- Systems analysis principles and techniques.
- Project planning and management.
- Information Technology Systems security.
- District policies and procedures.
- Techniques for providing a high level of customer service by effectively dealing with vendors, contractors, and District staff.
- Local and wide area networking technology and design concepts.
- Principles, practices and procedures for managing multiple platforms and operating system environments.
- Functions, operations, and capabilities of computers and related information systems and data entry equipment.
- Functions, operations and capability of multi-media and telecommunications systems.

Ability to:

- Design and implement new systems and procedures for information technology applications.
- Research and prepare implementation plans to apply new technology.
- Direct and coordinate information technology activities.
- Supervise, select and train employees.
- Effectively administer special projects with contractual agreements and ensure compliance with stipulations.
- Effectively administer a variety of operations, programs and administrative activities.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.

- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Troubleshoot problems and identify feasible, cost effective solutions for their resolution.
- Prioritize and manage a variety of projects and multiple tasks in an effective and timely manner; organize own work and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in computer science, information systems, business administration, public administration, mathematics, or a related field and five (5) years of increasingly responsible information systems and technology programming, computer operations, networking, or related experience including three years' responsibility in a supervisory capacity.

Licenses and Certifications:

- Possession of a valid California Driver's License.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, and to visit various District and meeting sites. This is primarily a sedentary office classification although standing in and walking between work areas may be required.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

EFFECTIVE: AUGUST 2015

REVISED:

FLSA: Exempt