

COUNTY OF SOLANO
CLASS SPECIFICATION
ASSISTANT DIRECTOR OF INFORMATION TECHNOLOGY

Effective Date: 4/02/2019

CLASS SUMMARY:

Under administrative direction of the Chief Information Officer, organizes and manages the activities of Information Technology divisions within the Department of Information Technology. Serves as a member of the county's management team. This position is responsible for managing and monitoring the internal operations of the department directly and through subordinate managers and for ensuring the delivery of the department's services to County departments in compliance with county, state and federal rules, regulations and policies. This is an at-will position class. The incumbent is exempt from Civil Service and serves at the pleasure of the department head.

DISTINGUISHING CHARACTERISTICS:

This class is distinguished from the:

- **Chief information Officer** class which plans, organizes and oversees the County's technology plan, the improvement of information management and provides the vision and direction needed to make County-wide data sharing operational; serves as the advisor to the County Administrator on electronic data processing systems, processes and procedures; serves as a member of the County's executive management team.
- **Systems and Programming Manager** class which plans, organizes and directs and electronic data processing division engaged in the design, development and administration of management information and data processing systems; performs complex computer systems and data base design and administration; and serves as member of the department's management/supervisory team.
- **Information Technology Infrastructure and Operations Manager** class which plans, organizes and directs the development, installation, implementation, and maintenance of one or more of the following services: application data and analytics, networks and mobility, information security and/or data center and operations; plans, develops and implements project efforts that utilize information technology solutions; performs project and vendor management activities to ensure that assigned services meet customer expectations for contracted time, cost and performance; coordinates resources necessary to successfully support projects/services; supervises professional and technical staff; and participates as a responsible, proactive, and positive team member of the departmental management team.

SUPERVISION RECEIVED AND EXERCISED:

- Supervision is provided by the Chief Information Officer.
- Exercises supervision over managers in the classes of Systems and Programming Manager and/or Information Technology Infrastructure and Operations Manager and may supervise employees in clerical, technical/paraprofessional, and professional classes.

ESSENTIAL DUTIES: This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Manages the development of enterprise technology policies, standards, governance processes and performance metrics to ensure IT delivers value to the enterprise; participates in the governance processes that defines the IT mission; oversees operations, and determines IT investments, pricing and product strategies; understands and communicates customers' needs and priorities through the governance process and provides feedback to the customer; assesses near-term needs to establish business priorities; and ensures compliance to policies, procedures, and standards; manages exceptions to architectural standards at a domain/portfolio level; reviews and approves recommendations to architectural standards.
- Identifies new and emerging technologies for use in County government; determines appropriate times for pilot projects and directs implementation as necessary to test concepts, sets or modifies standards and architectures, and establish plans for future implementation.
- Ensures adequate security solutions are in place throughout all IT systems and platforms to mitigate identified risks sufficiently, and meeting business objectives and regulatory requirements; ensures the integration of all security solutions within and across each domain; ensures compliance with security standards and policies, systems backup and recovery, including business continuity.
- Evaluates the operational performance of assigned divisions within the Department; reviews work methods and inter/intra departmental procedures to ensure effective work flow and compliance with established policy; develops, interprets and communicates application of policies and operational procedures; reviews correspondence, regulations and legislation to determine necessary operational changes.
- Identifies and implements best practices for optimizing costs, improving system performance, and ensuring service-level requirements are met; coordinates implementation and modification activities; assists in post-implementation continuous-improvement efforts to enhance performance and provide increased functionality; ensures the conceptual completeness of the technical solution; works closely with project management to ensure alignment of plans with what is being delivered.
- Develops and implements operational plans to provide application services, hardware systems, and resource requirements; implements operational plans to provide information technology infrastructure services to support the County's/department's business goals.
- Develops and manages strategic vendor and partnership relationships; ensures service provider performance is reviewed and that contract managers are notified when necessary; negotiates contracts with vendors, and authorizes procurement.
- Develops clear service level agreements, measures, and monitoring processes with both customers and service providers that set expectations, measures performance, and supports high customer satisfaction.
- Directs risk evaluation and compliance management processes.

- Ensures work, information, ideas, and technology flow freely among the divisions; establishes individual objectives; documents and presents performance assessments; works with Human Resources and IT leadership team to develop a “people” strategy that aligns with the IT strategy.
- Participates in IT workforce deployment activities; forecasts new skill requirements based on emerging technologies; ensures staff has the resources and skills needed to support all work initiatives.
- Chairs and/or serves on committees as directed by the Department Head.
- Exercises management authority under the oversight of the Department Head for assigned divisions of the Department of Information Technology and performs managerial responsibilities such as:
 - monitoring purchases and expenditures;
 - approving non-routine expenditures for workplace improvements, training, computer software and hardware, etc.;
 - providing input to the unit’s budget;
 - monitoring goals and objectives of the unit and taking corrective actions as appropriate;
 - recommending and implementing new policies and procedures to eliminate or reduce barriers to efficient or effective production and/or to improve customer service; and
 - coordinating and monitoring the work of consultants and contractors by reviewing the performance and quality of work to ensure compliance with the applicable contract and by reviewing and approving claims for payments to ensure conformance with contract provisions and to prevent cost overruns.
- Performs supervisory duties to direct reports and to others through subordinate managers/supervisors such as:
 - establishing standards for acceptable work products and evaluating performance;
 - interviewing applicants and making selections;
 - reviewing, approving and implementing disciplinary actions and terminations;
 - assigning work and planning and scheduling staff’s work activities and deadlines;
 - reviewing work and recognizing employees’ work efforts and accomplishments;
 - providing career development mentoring and recommending training and career development opportunities;
 - reviewing and approving timesheets and requests for leave; and
 - supporting and ensuring compliance with County and Department policies and procedures including those related to equal opportunity and to safety.
- Performs other duties of a similar nature or level as assigned.

EDUCATION AND EXPERIENCE:

- **Education:** Bachelor's degree or higher from an accredited college or university with a major in Management Information Systems, Computer Science, Information Technology or a closely related field;

AND

- **Experience:** Eight years of full-time paid work experience in the field of technology with four of those years in a managerial assignment overseeing complex information systems and business processes; experience must demonstrate familiarity with current and future applications of information technology, and trends in the field of information technology.

OR

- Any combination of experience and training which provides the knowledge and abilities necessary to perform the work and licensing requirements.

Highly Desirable: Experience with preparing, monitoring, controlling budgets for projects and/or ongoing operations; demonstrated familiarity with common operations of local government.

LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:

- Applicants are required to possess a valid California Driver's License, Class C.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Principles and practices of management, supervision, leadership, motivation, team building, organization, training, and conflict resolution.
- Management information systems methods and practices, distributed network design, telecommunications and their effective implementation; computer hardware and software development and installation; effective service delivery and the evaluation of computer services.
- Project management methodologies and techniques.
- Industry standards including ITIL, NIST, and ISO
- Current and emerging technologies, technology directions and strategic application to business needs.
- Laws, regulations and policies applicable to information technology.
- Principles and practices business administration, including budgeting, cost analysis, fiscal management, and resource management.
- Oral communication techniques to include presentations to groups of various sizes in a positive, inclusive, and motivational manner.
- Customer service techniques for dealing with customers, often in a difficult or confrontational situation.
- Formats and appropriate terminology for written communications such as business correspondence, policies, procedures and narrative reports.

Skill and/or Ability to:

- Supervise, evaluate, train, and develop staff and organize and manage their work.
- Conceptualize, launch and deliver multiple IT projects on time and within budget.
- Improve operational efficiency, service delivery and information management across all lines of business and technology platforms.
- Stay current with developments in new technologies and platforms.
- Build relationships; maintain and extend networks within, across and external to organizational boundaries
- Make decisions and recommendations clearly linked to the organization's strategy and financial goals, reflecting an awareness of external dynamics.
- Advocate change; identify and act on opportunities for continuous improvement; mobilize others to support change through times of stress and uncertainty.
- Plan strategically; incorporate into the plans business priorities, strategies, goals, emerging technologies, industry trends and economic viability.
- Secure cooperation and teamwork among contractors, department managers and elected officials regarding the implementation and ongoing County management information efforts.
- Interpret political and administrative direction and incorporate it into operational policy and procedure.
- Maintain confidentiality of information.
- Understand, interpret and apply applicable laws, regulations and policies and use good judgment in their application.
- Determine the appropriate course of action in stressful and/or emergency situations.
- Administer contracts and grants according to designated guidelines and regulations.
- Communicate information and ideas clearly and concisely, both orally and in writing.
- Work with and speak to various cultural and ethnic individuals and groups in a tactful and effective manner.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.
- Represent the office in meetings with representatives from various County and non-County organizations, with local businesses, with customers, and/or with the general public.
- Establish good relationships with the public and with customers and provide customer service that meets and exceeds unit goals and expectations.
- Prepare a variety of written communications to include reports, policies and procedures.
- Maintain accurate records and document actions taken.
- Use modern office equipment to include computers and related software applications.

PHYSICAL REQUIREMENTS:

- **Mobility and Dexterity:** This class typically requires employees to perform the following: stooping, kneeling, reaching, standing, walking, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.
- **Lifting, Carrying, Pushing and Pulling -- Sedentary Work:** Employees in this class exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

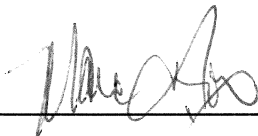
- Vision: This class typically requires employees to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer terminal, read, etc. This class requires employees to have depth perception in order to operate a motor vehicle.
- Hearing/Talking: This class typically requires employees to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. This class requires employees to express or exchange ideas by means of the spoken word.

WORKING CONDITIONS:

- Office Work: Employees in this class will most often be working in an office setting.
- Traffic Hazards: Employees in this class are required to operate a vehicle and thus will be subject to traffic hazards while driving.

OTHER REQUIREMENTS:

- Background Checks: The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class
- Independent Travel: Incumbents are required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, to attend meetings with community organizations, etc.
- Hours of Work: Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.



Director of Human Resources

- Date Approved by the Director of Human Resources: 3/26/2015
- Date Amended by the Director of Human Resources: 4/02/2019
- Date Class Title added to the Listing of Classes & Salaries by the Board of Supervisors:
- Class Code: 167100