

CLASS SPECIFICATION
Technology Services Division Manager

GENERAL PURPOSE

Under general direction, plans, organizes, manages and evaluates the activities of the Technology Services Division. This position oversees progressive and expanding technology operations including a variety of enterprise systems (ERP, GIS, Permits, Imaging, Work Orders, CRM); network administration/support; telephony, radio, and communication backbone. This position establishes performance requirements and personal development targets, while working with staff to maintain a high performance, customer service-oriented work environment.

DISTINGUISHING CHARACTERISTICS

This single-position class reports to the Administrative Services Director and is responsible for the management, direction and operations of the City's Technology Services Division. The incumbent provides direction and supervision for the professional, technical and office support staff in addition to performing diverse, specialized and complex policy and technology work involving significant accountability and decision-making responsibility. Assignments are broad in scope and allow for a high degree of administrative discretion in their execution.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Plans, organizes, controls, manages and evaluates the work of the Technology Services Division.
2. Serves as project manager for large-scale technology projects; develops bid proposals, RFPs and RFIs for professional services and acquisition of systems and standard software.
3. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; provides leadership and works with staff to develop and maintain a high performance, customer service-oriented work environment.
4. Coordinates software services activities with other technology sections and departments to optimize performance and use of installed systems in meeting customer needs.
5. Plans, organizes, administers and coordinates the design, development and implementation of City-wide technology solutions including enterprise-wide software development projects, enterprise-wide server, hardware and operation system installation and conversion projects, and telephony, radio and backbone telecommunication systems.
6. Provides expert technical information, guidance and support to departments and users as needed.
7. Manages and oversees the development of systems and user documentation.
8. Participates in maintaining current, up-to-date recovery plans; performs additional duties as assigned; and provides quality customer service.

QUALIFICATIONS

Knowledge of:

1. Principles, practices and techniques of information technology management, including applications design, database administration, network architecture, and telecommunications technologies.
2. Systems Development Life Cycle methodology, procedures, practices and guidelines.
3. Principles and methods of systems analysis, applications design principles, development methodologies and tools.
4. Programming theory and programming languages used in City applications.
5. Operating system capabilities and constraints.
6. Standard PC software packages, database management systems and software.
7. Network architecture and design concepts, including topologies, protocols, configuration, and connectivity testing and troubleshooting issues as they affect applications design.
8. Systems integration design concepts as they relate to design and development.
9. City human resources policies and procedures and labor contract provisions.

Ability to:

1. Plan, organize, integrate and manage a broad range of complex applications development, administration and maintenance activities.
2. Establish and maintain project and production schedules.
3. Identify information and technology management issues and opportunities.
4. Perform business process analyses and reach sound logical conclusions regarding user needs and business requirements.
5. Prepare clear, concise and accurate proposals, contracts, reports, correspondence and other technical written materials.
6. Communicate clearly and effectively to diverse audiences of technical and non-technical personnel, both orally and in writing.
7. Provide quality customer service and assess customer needs.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in information's systems, information technology or a closely related field. Six years of progressively responsible experience in the management enterprise technology systems and at least two of which were at a project management or supervisory level or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, the employee is regularly required to sit for prolonged periods of time; talk or hear, in person and by telephone; use hands to finger coordination; handle and reach with hands or arms; operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard. The employee frequently is required to walk and stand. The employee is occasionally required to stoop, kneel, crouch, crawl and twist.

Specific vision abilities required by this job include close vision, color vision, the ability to distinguish basic colors and shades, depth perception and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the employee is regularly required to use oral and written communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret data and situations; learn and apply new skills or information; perform highly detailed work on multiple concurrent tasks; work under changing and intensive deadlines with frequent interruptions; and interact with City officials, management, staff, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.