



CLASS SPECIFICATION FOR:

IT Manager I

General Statement of Duties:

Primary responsibilities for the day-to-day and strategic management of the staff and resources in at least one assigned functional area in the County's centralized IT Department (e.g. Application Developers, Database Analysts, GIS Analysts, Help Desk Specialists, Network/Telecommunications Administrators, Systems Administrators, Systems Developers); management of one or more project (limited life with begin/end) or special technology (e.g. low voltage, microwave, etc.) teams as assigned; performs related work as assigned.

Distinguishing Features of Class:

An employee in this class performs first-line supervisory duties including hiring, coaching/development, timecard review/approvals, providing feedback, appraisals, disciplinary, etc.; managing staff assignments and schedules; making project related decisions as needed; resource management; managing priorities. Primary responsibility for ensuring the effective functioning and utilization of staff and resources in at least one assigned functional area, may include a project team or special technology. Serves as primary liaison with technology support staff in County departments to provide the support necessary to ensure access, operability and end user functionality efficiently supports departments' 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. Work is performed under limited supervision with responsibilities for managing staff and resources effectively to efficiently support the departments' and County's overall goals and mission, as well as the end users' and public's needs and interests. Reports to Senior IT Manager.

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 a major centralized technology functional area, which may include projects and special technologies, that have County-wide or multi-agency impact;
- Serves as a subject matter expert (SME) for assigned staff, IT and other departments Countywide, partners and internal and external stakeholders;
- Provides and ensures necessary support for departments, end-users, internal and external customers Countywide;
- Manages IT activities for 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 hardware and/or software components into centralized IT supported functions and systems and assures effective equipment and software use and preventive maintenance;
- Liaisons with departments and end users to establish and maintain effective working relationships;
- Liaisons with Department IT Manager, or department technology support staff, to provide the support and resources necessary to ensure access, operability and end user functionality efficiently supports departments' operational needs;
- Liaisons with centralized IT Department staff for cross-functionally impact;
- Confers and coordinates with department representatives and user groups to solve problems and to determine system enhancement/development needs and requirements;
- May matrix manage like functions and/or projects in other branches, divisions or departments;
- May develop specifications for RFPs and assists with RFPs 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;



CLASS SPECIFICATION FOR:

IT Manager I

- 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 Department IT Manager as the primary department liaison to develop and implement IT infrastructure plans and policies and procedures that ensure efficient operations and exceptional service delivery;
- Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

Thorough knowledge of modern methods and techniques of information resources management; comprehensive knowledge of hardware, software, systems, and all other components and peripherals related to IT functional areas; 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 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: Six (6) years of progressively more complex and responsible experience relevant to assigned IT functional area(s) of responsibility, including some 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.