



CLASSIFICATION SPECIFICATION

INNOVATION AND TECHNOLOGY MANAGER

DEFINITION:

Under general direction, performs highly complex and responsible computer innovations and technology functions. Responsible for direction, guidance and leadership for all technology related program and development of the District's overall information systems strategy, management of District's information systems planning, ensuring mid- to long-term plans are prioritized and consistent with resource allocations, developing new automated systems and programs as well as the modification, management and enhancement of existing systems to meet the business needs of the District, management of the District's acquisition of new and replacement software and hardware.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the Assistant General Manager.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

Class specifications are only intended to present a description summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of the incumbents within the class.

- Manages all the District's information and telecommunication systems, including installation, network infrastructure, database administration, file server maintenance, and personal computers.
- Participates in the development and implementation of goals, objectives, policies, and procedures for the District's Information Services and records needs.
- Identifies opportunities for improving service delivery methods and procedures, reviews with appropriate management staff, and implements improvements.
- Anticipates information service trends and their applicability to District operations and needs and recommends allocation of resources in meeting service demands.
- Develops long and short-term plans for hardware and software upgrades.
- Oversees and provides guidance on all information and technology projects, contracts, and consultants.
- Ensures maintenance contracts, licenses, and auditing procedures and policies are current and accurate, and adheres to established standards.
- Participates in the development and administration of the assigned budget; forecasts additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; recommends adjustments as necessary.
- Oversees and directs information technology and records related operations; oversees application and data security and assures compliance with information technology and records retention policies and procedures.
- Acts as network administrator; administers e-mail access, sets up directories; monitors performance of servers; backs up systems.

- Instructs computer system users in the use of equipment and applications; answers questions regarding the methods and procedures for utilizing computer applications; meets with staff to identify and resolve problems.
- Monitors developments and legislation related to information technology and records matters, evaluate their impact upon District operations, and recommend and implement policy and procedural improvements.
- Represents the District in meetings with governmental agencies, professional and business organizations, employee organizations and the public.
- May, as necessary, perform tasks to configure, install, operate, and repair computers and related equipment when technicians are unavailable.
- Performs other related duties as assigned.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

The essential functions of this position may require the employee to perform the following physical activities. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

- Work in an office environment with some exposure to dust, dirt, and hazardous materials.
- Stand, walk and sit for extended time periods; able to carry, push, pull, reach and lift objects of light to medium weight; hearing and vision within normal ranges.
- Communicate orally with District management, co-workers, and the public in face-to-face, one-to-one and group settings; regularly use a telephone for communication.
- Read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with the constant interruptions and interact with all levels of District management, board members, other elected and appointed governmental officials, business and community leaders, employees, the public and others encountered in the course of work.
- Operate office equipment including use of computer and keyboard; work at a desk and computer for extended time periods; look at computer monitor for extended time periods.
- Travel by vehicle while conducting company business.

QUALIFICATIONS:

(The following are minimal qualifications necessary for entry into the classification)

Education and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills and abilities necessary for satisfactory job performance. Example combinations include a Bachelor's degree from an accredited college or university with major course work in computer science, information technology, business management, information systems or related field; and six (6) years of increasingly responsible experience in information systems, computer systems and analysis, and administering technical services, which included three (3) years of management or supervisory experience. Experience working in the administration of technical services contracts and working with municipal systems is preferred.

License/Certificate:

Possession of a valid Class C California Driver's License and satisfactory driving record.

KNOWLEDGE/SKILLS/ABILITIES: *(The following are a representative sample of the KSAs necessary to perform essential duties of the position.)*

Knowledge of:

- Principles and practices of current information technology, development, and administration.
- Principles and practices of current business systems and administration.
- Principles, practices and techniques of program and systems analysis, planning, development, administration, and evaluation.
- Principles, practices, and techniques of customer support management.
- Project planning and management techniques.
- Management principles and practices, including program budgeting and management, oversight, and monitoring.
- Principles and techniques of programming, including the analytical and procedural steps to be followed in the development, modification, and testing of business systems applications.
- Hardware and software procurement, integration, and acquisition.
- Contract negotiation, maintenance, and oversight; vendor management and bid processes.
- Telecommunication equipment functions and capabilities.
- Organizational design and development.
- Multi-project planning, schedule, and control.
- Principles, practices and techniques of supervision, training, and staff development.
- Principles of business correspondence and report writing.

Ability to:

- Conceive, express, and promote a "vision" of strategic directions in District technologies.
- Provide leadership and management of the department through coaching, enabling and, facilitating staff working in a positive team environment.
- Plan, organize and direct the work of professional, technical and support staff.
- Administer and coordinate a variety of diverse work programs and supervise the activities of a group of professionals operating within various disciplines.
- Develop, prepare, and administer a comprehensive and complex budget.
- Interpret political and administrative direction and incorporate into operational policy and procedure.
- Prepare written policies and procedures; provide technical advice and consultation.
- Provide concise, logical written and oral reports and correspondence regarding system maintenance and development activities involving complex technical and administrative problems and proposed solutions.
- Exercise initiative, ingenuity, and sound judgment in solving difficult administrative, technical and personnel problems.
- Understand District operations to the extent that sound recommendations may be made to enhance productivity.
- Manage complex projects; evaluate overall project performance; and monitor specific project results.
- Work independently and make sound decisions; establish and maintain effective working relationships with public officials, staff, operating department personnel and others contacted in the course of work.

- Communicate effectively, both orally and in writing.
- Operate standard office equipment and a variety of software applications.
- Observe safety principles and work in a safe manner.

STATUS: Exempt

Adopted: June 21, 2021.