



INNOVATION AND TECHNOLOGY MANAGER

DEFINITION

Under general direction, plans, manages, and oversees the daily functions, operations, activities, projects, and programs of the District's innovation and technology functions; provides leadership in implementing information technology initiatives; ensures information technology programs fulfill the business goals and objectives of the District; performs long-range planning related to the acquisition, maintenance, and replacement of hardware and software throughout the District; manages the effective use of District resources to improve organizational productivity and customer service; provides complex and responsible support to the General Manager in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the General Manager. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, and managing the operations and activities of the Information Technology Division. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include division budget administration, program evaluation, and recommendation and implementation of policies, procedures, goals, objectives, priorities, and standards related to the District's computer networks and telecommunications software and hardware. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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

- Plans, manages, and oversees the daily functions, operations, and activities of the Information Technology Division, including installation, network infrastructure, database administration, file server maintenance, personal computers, and mobile devices.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within division policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development, administration, and oversight of division budget; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities and makes recommendations for improvement.
- Develops and manages requests for proposals for professional and/or contracted services; prepares scope of work and any technical specifications; evaluates proposals and recommends award; negotiates contracts; administers contracts to ensure compliance with District specifications and service quality.

- Resolves computer system-related problems as they occur; provides direction and technical supervision to internal staff and external consultants whose work involves systems-related tasks and work methods.
- Oversees and directs information technology and records related operations; oversees application and data security and ensures compliance with information technology and records retention policies and procedures.
- Provides high-quality internal customer service to all District departments; performs technical support, installation, maintenance, and repair of computers and other information systems equipment; manages computer operation scheduling, backup, storage, and retrieval functions.
- Meets with other departments regarding their information technology and computer system needs, projects, and initiatives; determines the scope and priorities of projects; discusses and recommends system capacity and equipment acquisitions.
- Recommends and develops plans for systems development and operations, hardware and software purchases, budgets, and staffing levels; develops, implements, and monitors information technology system policies and controls to ensure data accuracy, security, and legal compliance.
- Provides software support to end users in the selection, procurement, usage, and maintenance of programs and hardware.
- Prepares and presents staff and agenda reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Serves as a liaison for assigned functions with other District departments, divisions, and outside agencies; provides staff support to commissions, committees, and task forces, as necessary.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in information technology and telecommunications; researches emerging products and enhancements and their applicability to District needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Oversees a variety of contractors and consultants; supervises other Information Technology staff, as assigned.
- Directs the establishment and maintenance of working and official division files.
- Observes and complies with District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of budget development and administration.
- Principles and practices of leadership.

- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of contract administration and management.
- Principles, practices, methods, and techniques of troubleshooting, diagnosing, and resolving computer hardware, software, network, and telecommunication system issues.
- Best practices regarding the development, implementation, and management of information technology and telecommunication systems hardware and software.
- Characteristics of various technology systems and equipment and a general understanding of system features and their integration capabilities.
- Methods and techniques of installing, configuring, administering, and monitoring a diverse range of physical and virtual systems.
- Methods and techniques of eliciting information and performing diagnostic procedures on technology systems.
- Security and monitoring devices and procedures necessary to maintain the integrity and security of data in networked systems.
- Systems design and development processes, including requirements analysis, feasibility studies, software design, programming, beta testing, installation, evaluation, and operational management.
- Principles and practices of database management and administration.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Methods and techniques of preparing technical and administrative reports and general business correspondence.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, oversee, and manage the information technology program and operations.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Provide administrative, management, and professional leadership for the division.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Organize, manage, implement, and maintain efficient and effective automated systems to ensure the reliability and integrity of the District's data and system infrastructure.
- Perform complex duties in the installation, configuration, administration, and maintenance of technology systems hardware and software.
- Evaluate, research, and diagnose complex user issues and recommend solutions.

- Maintain storage of backup computer files; restore files as needed.
- Create and manage computer user account access.
- Participate in the design, development, testing, and implementation of new technology systems.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the division and the District in meetings with governmental agencies, community groups, various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Direct the establishment and maintenance of a variety of filing, record-keeping, and tracking systems.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- 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:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science, information technology, business management, information systems, or a related field.

Experience:

- Six (6) years of increasingly responsible experience in the management or administration of information systems and computer systems, of which three (3) years should be in a management or supervisory capacity.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

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 visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Uses a ladder for mounting and replacing of hardware where needed. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Install, move, or replace technology equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

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.