

MANAGER, INTEGRATED TECHNOLOGY SERVICES

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of multiple units of the Integrated Technology Services Department (ITS), such as data services, network services, client support services, and media and audiovisual services; manages key programs and technology solution initiatives and projects; oversees the development of policies and strategies for unit operations; manages the effective use of resources to improve organizational productivity and client services; provides complex and responsible support to executive management in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises direct supervision over professional, technical and administrative staff.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating operations and activities of multiple ITS Department units. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include developing and implementing policies and procedures for assigned programs, long- and short-term service delivery planning, and ensuring compliance with regulatory requirements, including mandatory reporting. 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 so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff for multiple units of the ITS Department, such as data services, network services, client support services, and media and audiovisual services.
- Participates in the development and implementation of information technology goals, objectives, policies, and priorities; monitors work activities to ensure compliance with established policies and procedures; makes recommendations for changes and improvements to existing standards and procedures.
- Participates in the selection of, trains, motivates, and evaluates assigned staff; works with employees to correct deficiencies; implements discipline as required.
- Designs, develops, implements, and tracks technology projects and systems; estimates and ensures adequate time, staff and resources required for successful project completion; calculates and prepares cost estimates, monitors progress of projects, and manages tasks and critical milestones to ensure completion within specified timeline; inspects completed projects for accuracy, completeness and compliance with established specifications and requirements.

- Collaborates with vendors, contractors, service providers, administrators and school districts to develop solutions for technology equipment, software and service needs, problems and malfunctions; receive and respond to staff input concerning technology needs.
- Provides consultation and technical assistance to contractors, personnel, administrators, outside agencies and others concerning data and data governance best practices; responds to inquiries and provides detailed and technical information concerning related standards, requirements, reports, issues, resources, plans, principles, practices, laws, codes, regulations, policies and procedures.
- Designs program evaluation methodologies, including questionnaires, surveys and interview protocols; prepares guidelines for conducting inquiries with the appropriate stakeholders for the evaluation of ITS departmental performance and deliverables.
- Coordinates and directs development and deployment of professional trainings for Office staff in the use of end-user hardware and administrative software tools supported by assigned ITS unit(s).
- Serves as a liaison for assigned functions with other Office departments, divisions, outside agencies and the community, providing information regarding assigned technology services; collaborates on initiatives.
- Provides technical information and assistance to senior management in the formulation and development of policies, procedures and programs; provides advise and counsel of unusual trends or problems and recommends appropriate corrective action.
- Directs and participates in the preparation and maintenance of a variety of records and reports related to projects, devices, systems, changes, software, vendors, personnel and assigned activities.
- Participates in the development, administration, and oversight of assigned budget; determines funding needed for staffing, equipment, materials, and supplies; evaluates and approves purchases of hardware, software or vendor-supplied services; ensures compliance with budget.
- Ensures adherence to information technology security standards, including confidentiality, reliability, and integrity of technology systems and operations; reviews security standards, policies, and procedures and recommends and implements changes.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in area of expertise; research emerging products and enhancements and their applicability to Office technology needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Ensures staff observe and comply with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

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:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in information technology, computer science, business administration, or a related field; and
- Six (6) years of increasingly responsible experience in progressively responsible experience in information technology systems' development, operations, administration, or project management, including two (2) years at the supervisory level.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- 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 employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of contract administration and budget management.
- Hardware and software characteristics of various technology systems with a comprehensive understanding of system features and their integration capabilities.
- Systems design and development processes, including business requirements analysis and feasibility studies.
- Project management principles and practices and project lifecycle.
- Information technology security standards, protocols, policies, and compliance within area of assignment.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned unit.
- Change management principles and practices.
- Techniques for effectively representing the Office and/or department in contacts with governmental agencies, community groups, and various business, professional, educational, and regulatory organizations.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office 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:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Plan, organize and direct operations and activities involved in the programming, development, operation, analysis, maintenance and repair of designated Office computer systems, databases, hardware, software and peripherals.
- Coordinate projects, personnel, systems maintenance, data processing and communications to meet Office needs.
- Serve as a technical liaison to Office personnel, school districts, the Department of Education and other outside agencies as needed.
- Direct the review, analysis and modification of existing systems and programs; coordinate the design, development, upgrading and implementation of new system applications.

- Supervise and evaluate the performance of third-party vendors.
- Prepare clear and concise technical documentation, information technology procedures, staff reports, and other written materials.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- 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.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

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 Office 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. 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. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 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 divisional policies and procedures.