

## **DIRECTOR OF INFORMATION TECHNOLOGY**

### **DEFINITION**

Under administrative direction, the Director of Information Technology is responsible for the development and successful implementation of policies, the achievement of short and long-term goals, and the implementation of the Information Technology Department mission. The department consists of four functional divisions: Information Technology, Telecommunications, Records Retention, and Printing and Graphics. The Director of Information Technology serves as the highest level of technical and administrative review of countywide information technology issues, products, and programs. This position directs County-wide information technology policy, addresses information technology policy level issues, and ensures compliance with the County's Information Technology Strategic Plan.

### **DISTINGUISHING CHARACTERISTICS**

This single incumbent classification reports directly to the Chief Administrative Officer and is a key member of the County's department head team. The Director of Information Technology develops strategic plans, policies, and short and long-term goals of all operations of the Information Technology Department consistent with overall County goals.

The major organizational units in the Information Technology Department consist of:

- 1) Application and production services, technical services, printing and graphics services, and records management (retention and destruction) services;
- 2) Telecommunications and Data Center services providing network communication services and technical services that serve Monterey County departments' information needs; and
- 3) Information Security and Privacy.

This position has a high degree of personal contact with advisory boards, staff, elected and appointed officials, and other agencies, (i.e. police, fire, hospital, and cities) within the County. This position advises the County Administrative Officer and other department heads on project feasibility, optimum utilization of department personnel and equipment, resources, policy implementation considerations, and other specialized or technical questions. The duties and responsibilities of this position require a high degree of administrative skills and broad knowledge of information services and operations.

The Director of Information Technology is distinguished from the lower level Assistant Director of Information Technology in that the latter is responsible for a division of the Department whereas the Director of Information Technology is responsible for the development and successful implementation of the policies, goals and mission of the entire Information Technology Department and satisfying the information technology requirements and needs of the entire County.

### **EXAMPLES OF DUTIES**

Nothing in this specification restricts management's right to assign or reassign duties and responsibilities to this position at any time.

1. Develops, recommends, formulates and implements policies, programs, procedures, goals and standards for the Information Technology Department consistent with overall County objectives.
2. Plans, organizes, directs, and coordinates the activities of the Information Technology Department through subordinate managers.
3. Provides leadership, direction, and guidance for the development of strategic and tactical operational plans to achieve the department's long and short range goals and business objectives.

4. Directs the review of major new departmental projects, plans and programs, including departmental delegation agreements (memorandum of understanding) and utilizes effective leadership skills to implement such plans.
5. Directs the hiring, training, and evaluation of staff; develops and assigns work performance standards; and monitors workload statistics in support of achieving service level agreement goals.
6. Develops and maintains cooperative working relationships with members of the Board of Supervisors, County agency / department heads; other local agency or government officials and agencies; civic organizations; and representatives of private sector industry.
7. Champions information technology investments to achieve County goals and objectives.
8. Oversees and directs the development and maintenance of the Information Technology annual budget; directs the development of appropriate budgetary controls and billing systems in compliance with regulatory agencies; and develops, implements, and transitions the department to an internal service fund.
9. Directs and oversees the development and maintenance of a product services catalog describing the offerings and prices of ITD services. Effectively uses the service level agreement and other tools to monitor the achievement and performance of ITD services.
10. Directs the preparation, dissemination, and enforcement of information technology standards, policies, regulations and programs resulting in efficient and cost effective information, telecommunications, records management and printing and graphic services.
11. Oversees information system availability, performance management, and capacity planning issues.
12. Directs the development, administration, and revision of a variety of information technology contracts; directs the review of a variety of requests for proposals including ensuring compliance within technical specifications.
13. Oversees and directs the management and operations of the County Records Management Program through subordinate personnel; provides leadership and insight to the County Records Management Team; directs the administration of the County Records Retention center following generally accepted records management standards.
14. Oversees technical departmental training initiatives including identifying, recommending and initiating technical training for departmental staff.
15. Chairs the Department Head IT Committee; develops and maintains the Monterey County Information Technology Strategic Plan as needed.
16. Represents the County in regional and statewide information systems and telecommunications activities.
17. Researches, analyzes and maintains current knowledge of new and emerging technologies.
18. Performs other related duties as assigned.

## **QUALIFICATIONS**

A combination of experience, education, and/or training which substantially demonstrates the following knowledge, skills and abilities:

### **Knowledge and Skills:**

#### **Thorough knowledge of:**

1. County values and principles and methods of organization and accomplishing work in a county government setting.
2. Principles, practices, systems, and equipment of Information Technology, Telecommunications, Records Management, and Printing and Graphics.

3. Information Systems methodology, materials, capabilities and limitations of equipment including enterprise wide networking, client/server computing, distributed systems relational database technology, open systems, local/wide area networking and desktop computing.
4. Telecommunications methodology materials, capabilities and limitations of equipment and complex telecommunications systems such as: ISDN voice/data telephone systems, voice mail systems, land mobile radio systems, point-to-point terrestrial microwave systems, data transmission systems, and video technology.
5. Records Management methodology and generally accepted records management standards.
6. Principles and practices of public administration, including organizational development, financial, fiscal and personnel management, budgeting, and supervision.
7. Principles and practices of customer service and relations to develop and maintain a high level of customer satisfaction with services and products delivered by the Department.
8. Principles and practices of the Information Technology Infrastructure Library (ITIL) to continually move the Department toward documented, reliable, and consistent service delivery processes and procedures, to include appropriate Performance Metrics, Financial Management, and Continuous Service Improvement.
9. Principles and practices of project management to achieve project objectives within established budgets and schedules.
10. Applicable federal, state and local laws, ordinances, and provisions of the department including applicable laws affecting public telecommunications construction and maintenance related to public safety.

Working knowledge of:

1. Administrative and economic aspects and procedures utilized in the development, maintenance, operation and repair of countywide information technology facilities, equipment, and systems.
2. Principles and practices of human resources management, staff development, and supervision, including County personnel rules, policies, and procedures.
3. Bargaining unit Memoranda of Understanding as they apply to other County departments as well as subordinate personnel.
4. Principles and practices of the financial areas of cost accounting and procurement activities.
5. Principles and practices of office management and administrative organization.
6. Public relations principles and techniques for inter-agency work with other government agencies.

Skill and Ability to:

1. Plan, direct, and oversee the coordination and implementation of work plans to achieve a designated objective; direct and oversee the coordination of multi-faceted projects and studies, including coordination and planning for resources, manpower and timing; and adapt to and plan for changes in technology and work environments.
2. Plan, organize, and direct the activities of staff, contractors, and others related to the activities of the department.
3. Exercise initiative, ingenuity and sound judgment in analyzing and evaluating problems, information, and situations; develop effective and creative solutions and action plans; and effectively implement and monitor plans.
4. Analyze, evaluate and draw logical conclusions from complex technologies and related technical data.
5. Communicate clearly and effectively, both orally and in writing, with both technical and non-technical personnel; prepare clear and concise administrative and technical reports, correspondence and memoranda; provide clear and composed speeches to staff and the public as needed.

6. Establish and maintain effective working relationships; provide excellent and courteous customer service; and evaluate and develop improvements to enhance the effectiveness and efficiency of services provided to County departments.
7. Read and comprehend complex written and technical materials.
8. Recognize problems of a sensitive or political nature and understand organizational and political implications of decisions and recommendations.
9. Work under pressure of time and conflicting demands.

### **REQUIRED CONDITIONS OF EMPLOYMENT**

As a condition of employment, the incumbent will be required to:

1. Successfully pass a modified background investigation.
2. Possess and maintain a valid California Class "C" driver's license with a satisfactory driving record, or be able to provide suitable transportation that is approved by the appointing authority.
3. Be available to respond to off-hours situations, work occasional nights and weekends, off-hours situations, holidays, and during times of emergencies and disasters.
4. In the event of an emergency, may be required to work under adverse working and weather conditions, (i.e. in and around electrical equipment, outdoors in inclement or hot weather, dust, wind).

### **EXAMPLES OF EXPERIENCE/EDUCATION/TRAINING**

Any combination of training, education and/or experience which provides the knowledge, skills and abilities and required conditions of employment listed above is qualifying. An example of a way these requirements might be acquired is:

#### **Education**

Completion of courses leading to a Bachelor's Degree in Computer Science, Management Information Systems, Business Administration, Public Administration, Electronics, Data Processing Operations, Software Engineering, Communications Engineering, Electrical Engineering, Radio Technology, Telecommunications or a related field; Certification in ITIL and Project Management is highly desirable; and

#### **Experience**

Approximately five years of increasingly responsible experience in the management and administration of a major information technology department or division, telecommunication system (such as voice, data, video, voice mail, microwave, multiplex, networking, and FM two-way radios) or function, and at least two years of which must have been in a senior management position.

### **PHYSICAL AND SENSORY REQUIREMENTS**

The physical and sensory abilities required for this classification include:

1. Sight in order to read computer screens and standard computer printouts.
2. Hearing, speech, sight, and physical dexterity sufficient to function in a typical office environment.
3. Coordinated, skillful movements of fingers, hands and arms to operate a computer keyboard.
4. In the case of an emergency, this position may require the strength and dexterity to climb, crawl, kneel, crouch, or twist to reach/and or work with assigned systems.

**CLASS HISTORY**

Class Code: 12E18  
Established Date: June, 1986  
Revised Date: January, 1996  
July, 2011

**CLASS DATA**

Job Group: 01  
EEO Category: OA  
Work Comp. Code: 8810  
Bargaining/Employee Unit: Y  
FLSA: E

Former Title(s): Data Processing Manager  
Deputy County Administrative Officer - Information Systems

Prepared by: Cynthia Berry, HR Analyst  
6/20/2011

Approved by:

/s/ Gerta McClay  
County Administrative Office

6/23/2011  
Date