

ASSISTANT INFORMATION TECHNOLOGY DIRECTOR

DEFINITION

To assist the Chief Information Officer in managing and directing the Information Technology Department; to plan, organize, direct and coordinate the activities of an assigned division within the Information Technology Department including providing technological support for a variety of business and operational processes to City departments; to coordinate information technology activities with other divisions and departments; to provide highly complex staff assistance to the Chief Information Officer; and serve in the absence of the Chief Information Officer as required.

DISTINGUISHING CHARACTERISTICS

This classification is distinguished from the next higher classification of the Chief Information Officer in that the latter has overall responsibility for the Information Technology Department. This is an unclassified position in which the incumbent serves at the will of the Chief Information Officer.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Chief Information Officer.

Exercises direct supervision over management, supervisory, professional and technical staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Assist the Chief Information Officer in managing and directing the operations and activities of the Information Technology Department.

Assist in developing department goals and objectives; assist in the development and implementation of policies and procedures.

Plan, organize and direct information technology services as assigned.

Direct, oversee and participate in the development of assigned information technology services work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Prepare assigned division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials, supplies, and services; administer the approved budget.

Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the department.

Coordinate with internal external customers to identify information technology needs and determine appropriate applications.

Determine levels of tiered support to assist City department and divisions in conducting operations.

Serve in the absence of the Chief Information Officer as required.

Represent the division and department to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Research and prepare technical and administrative reports; prepare written correspondence. Negotiate contracts and services with vendors.

Prepare and monitor performance measurements for assigned division.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Principles and practices of computer/information technology systems.

Principles and practices of advanced project management.

Principles and practices of complex database administration.

Principles and practices of system application development, maintenance and support.

Principles and practices of complex network, telecommunications and other infrastructure services.

Principles and practices of leadership, motivation, team building and conflict resolution.

Pertinent local, State and Federal rules, regulations and laws.

Modern office procedures and computer equipment.

Principles and practices of organizational analysis and management.

Budgeting procedures and techniques.

Principles and practices of supervision, training and personnel management.

Ability to:

Organize and direct information technology services operations.

On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various rules and procedures; and explain and interpret policy.

On a continuous basis, sit at desk and in meetings for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Determine appropriate technology applications and support to City-wide processes and operations.

Perform the most complex and/or politically sensitive work of the department and maintain confidentiality when necessary.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Interpret and apply City and department policies, procedures, rules and regulations.

Prepare and administer a budget.

Supervise, train and evaluate personnel.

Communicate clearly and concisely, both orally and in writing.

Work weekends, evening or standby, as required.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience:

Six years of increasingly responsible professional experience in the information technology industry, including two years of management responsibility.

AND

Training:

A Bachelor's degree from an accredited college or university, preferably with major course work in computer science, information technology, engineering, business management, information systems accounting, finance or a related field.

License or Certificate

Possession of a valid California driver's license by date of appointment.

06-22-19	Assistant Information Technology Director
08-21-17	
08-25-12	Information Technology Division Manager
04-02-09	
05-10-01	Information Technology Operations Manager
12-24-98	Senior Programmer Analyst
04-13-90	