

Job Title: Information Technology Manager

Division: Management Services

Summary:

Under general direction, plans and manages the operations and strategic planning for the District's information technology and communication systems and infrastructure; performs advanced and complex duties in the support and maintenance of applications and technical infrastructure; implements and ensures compliance with comprehensive information security strategies and programs.

Essential Duties and Responsibilities:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

- Plans, schedules, assigns and manages the Information Technology department of the Management Services division; interprets and communicates District policies to staff and ensures compliance with applicable federal, state and District safety regulations; interviews and participates in selecting new staff; establishes performance requirements and regularly monitors, evaluates and addresses performance.
- Contributes to the development of and monitors performance against the annual department budget; approves purchases and other expenditures in accordance with District policies and procedures.
- Monitors and evaluates the uses of existing and emerging technology in meeting the District's business and operating strategies; directs the study of new technology; recommends and implements short- and long-range technology direction and strategies.
- Establishes hardware, software and IT operating procedures and standards for general use; develops, implements and enforces the enterprise network/systems security policy and remote access standards and guidelines.
- Plans, implements, supports, maintains, upgrades and troubleshoots various enterprise applications for finance, human resources, reservations and other software systems; evaluates, purchases, installs and maintains third-party vendor software; works with vendors to facilitate the customization of software screens, tools and reports to meet business needs and objectives; manages the technology inventory, hardware replacement, and software licensing programs.
- Serves as network administrator; creates and maintains user accounts, group policies and security access; administers internet and intranet services; maintains data integrity; administers firewalls to prevent security breaches and monitors network/server intrusion detection systems.
- Performs complex systems administration functions to optimize operations of the systems infrastructure; configures and maintains servers and operating systems in both physical and virtual environments; ensures backups, disaster response and recovery processes are followed.

- Administers, maintains, modifies and repairs telephony, VOIP and e-mail communications networks, systems, equipment and services; configures and maintains wireless infrastructure; maintains encryption and authentication systems to protect the network.
- Plans and manages new hardware and software installations, major upgrades and scheduled systems outages; manages and participates in the District's information technology needs during disasters, outages or when emergency response is needed.
- Prepares technical reports, correspondence and other written materials; develops and maintains schematics and other documentation of systems architectures and administration processes; ensures user support documentation and training materials are accurate and up to date.

Other Duties and Responsibilities:

- Represents the District at local, regional, state and national conferences, meetings, workshops and training seminars.
- Responds to after-hours callouts related to computer hardware and software failures.
- May be required to drive District or personal vehicle.
- Exempt employees may be required to work nights and weekends.
- Participates during disasters or when emergency response is needed.
- Performs related duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Any combination of experience and training that would likely provide the required knowledge, skill, and/or ability listed below is qualifying.

Education/Experience:

A typical way to obtain the knowledge and abilities would be: graduation from an accredited four-year college or university with coursework in information technology, computer science or a related field, and at least five years of progressively responsible information technology experience; or an equivalent combination of training and experience.

Language Ability:

Ability to read, analyze, interpret and apply concepts found in printed and online technical publications, manuals and other documents. Ability to write reports, business correspondence and maintain technical drawings and training manuals. Ability to present technical information and respond to questions from managers, employees and applicants in non-technical language.

Math Ability:

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Reasoning Ability:

Ability to develop and recommend policies and procedures related to information technology. Ability to analyze and define problems, identify appropriate alternative solutions, project consequences of proposed action, and coordinate and implement recommendations. Ability to understand and apply functional requirements to the development of proposals, specifications and recommendations for efficient, cost-effective technology solutions to meet business needs and requirements.

Certificates and Licenses:

- Valid California driver's license with a good driving record and current automobile insurance.
- Possession of a Microsoft Certified Solutions Expert (MCSE); Core Infrastructure or equivalent certification is desired.
- Department of Justice fingerprint clearance.
- All full-time candidates required satisfactory completion of a pre-employment functional capacity examination.

Other Required Skills:

Standard programming and scripting languages and utilities applicable to assigned area of responsibility.

Knowledge of principles and practices of business office automation and information technology, including network infrastructure, database administration, systems administration, and operating systems.

Knowledge of cloud-based systems and services, including capabilities applicable to District information systems.

Train in the usage of word processing, spreadsheets and database programs.

Ability to design, configure, manage and maintain the operations of complex wired and wireless network systems to achieve optimal technical performance and user support.

Maintain confidentiality of information and work products.

Ability to exercise tact and diplomacy in dealing with sensitive and complex personnel issues and employee situations.

Maintain confidentiality of information and work products.

Supervisory Responsibilities:

This position manages the Information Technology Department and performs the full range of supervisory responsibilities for assigned staff.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Employees work under typical office conditions. The work environment is subject to low to moderate noise levels and frequent contact with internal customers.

Physical Demands:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit or stand for extended periods and to talk or hear, in person and by telephone; use hands to finger, handle, feel or operate computers and other standard office equipment; and reach with hands and arms. Employees are frequently required to walk, stoop, kneel, bend, crouch, ascend and descend stairs; must frequently lift and/or move up to 25 pounds and occasionally up to 50 pounds. Duties require close vision and the ability to adjust focus.

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Revised 4/4/24

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned them by their supervisors or by law.