CENTRAL ENTERPRISE DOMAIN IT MANAGER
(Administrative Manager II)

DEFINITION

Manages an enterprise IT function to support Countywide infrastructure, operations and/or applications; manages through subordinate supervisors; gives direction to staff; makes program and policy recommendations for Countywide policies, standards and guidelines pertaining to specific IT Domain; sets the vision/mission for the assigned program, unit or section and ensures achievement of objectives; exercises a significant level of discretion and accountability in program decisions and work to be accomplished, including changing the priorities for subordinate staff within the scope of assignment; directs the management of projects and may serve as project manager; performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the first level of the IT Technology Management level in the Central County IT Department. Incumbents work under general direction, working from broad policies and towards general objectives and referring specific matters to a superior only when interpretation or clarification of organizational policies is necessary. Incumbents may supervise a variety of supervisory, professional, technical and/or other support staff. However, the preponderant responsibility assigned to positions in this class is to manage the operations and work of a professional information technology work unit, typically through subordinate supervisors.

EXAMPLES OF DUTIES

- Develops goals, objectives and priorities for section in support of Countywide technology requirements.
- Determines organizational structure, staffing needs, and work strategies for assigned work units/operational areas; plans, develops and implements IT programs.
- Provides overall direction for the day-to-day activities in assigned work units/operational areas.
- Develops and administers annual budget for assigned work units/operational areas; approves and tracks expenditures; reviews, approves and researches costs for new hardware, software and other items; reviews, approves and prepares cost/benefit analyses, reports and recommendations.
- Manages the development of operational and/or functional standards, practices, policies and procedures; participates in the development and implementation of strategic department goals, policies and priorities.
- Supervises the work of professional, technical and/or other employees through subordinate supervisors; ensures that they have adequate resources to perform their duties; ensures that assigned operations and activities comply with organization goals and objectives.
- Assumes responsibility for staff development and training; evaluates employee performance; identifies individual training needs and works to ensure those needs are met.
- Manages the information technology architecture, systems, networks, software and resources for the assigned work unit/operational area, using various technology tools.
- Designs, directs and oversees work unit quality assurance activities.

- Meets and consults with customers and vendors regarding service delivery needs; oversees and participates in the design, development, delivery and/or implementation of IT products to meet those needs.
- Assumes responsibility for the development of specifications for "requests for proposal" pertaining to external services; reviews submissions and provides recommendations on vendor selection.
- Assumes responsibility for procurement of services and goods required.
- Directs the management of projects to enhance and/or upgrade technology services and utilization.
- May manage complex projects, requiring varying levels of staff and resource support.
- Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles and practices of public administration, including budgeting, staff development, customer service and human resource management.
- Principles and practices of management, supervision and leadership.
- Best practices from industries related to Information Technology.
- Computer hardware and software systems similar to those being used by the hiring department, including business applications, operating systems, and network systems.
- Advanced project management principles, practices and techniques.
- Advanced principles, methods and techniques used in designing, developing, testing and implementing information technology applications, systems and networks.
- Advanced operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information technology program.
- Advanced information technology development lifecycle and design.
- Advanced methods and techniques of evaluating business need requirements to provide technology solutions.
- Database design, standards and operational processes.
- Advanced operational characteristics of local and wide area network systems.
- Advanced operational characteristics of communication systems, equipment and devices.
- Principles and practices of customer service.
- Methods and techniques of developing and presenting technical documentation and training materials.

Ability to:

- Plan, organize and manage the work of information technology staff.
- Manage and supervise a unit of subordinate employees who perform professional information technology work pertaining to applications, systems and/or network analysis.
- Develop work plans and methods to ensure that assigned work areas are functioning in the most effective and efficient manner.
- Develop and maintain comprehensive procedures manuals and documentation.
- Departmental information technology strategic planning and budget development.
- Coordinate and administer a variety of information technology projects.
- Gather and evaluate information in order to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations.

- Communicate technical information to a wide variety of users.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those encountered during the course of the work.

Education/Experience:

Two years of experience as an Administrative Manager I with the County of Orange;

OR

Four (4) years of responsible information technology-related experience that provided the knowledge and abilities identified above.

College level education or training directly related to the competencies and attributes required of the position may be substituted for up to one year of required experience at the rate of three semester units or the equivalent, equaling one month of experience and one hour of training equaling one hour of experience.

College level education or training beyond a bachelor degree, which is directly related to the competencies and attributes required of a position, may be substituted for up to an additional year of required experience at the rate noted above.

Special Requirements: Depending upon assignment, demonstrated professional level experience and/or certification pertaining related to the duties of the position may be required.

PREFERRED EXPERIENCE/EDUCATION

Experience: Three (3) years performing at a level that is comparable to the Orange County class of Information Systems Supervisor or Administrative Manager I (in an Information Technology related position) or ten (10) years of responsible experience in information technology strategic planning, business applications consulting, development of complex information technology systems and operations, and/or re-engineering of business processes, including experience leading or managing large technology projects.

Education: A bachelor's degree from an accredited college or university with major coursework in computer science, information systems or a closely related field. Post-graduate education beyond a bachelor's degree which directly enhances the knowledge required for this position is desirable.

PHYSICAL REQUIREMENTS

All Positions:

Possess vision sufficient to read standard text and a computer monitor; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write and drive; use a

County approved means of transportation.

Some Positions:

May be required to possess one or more of the following: the ability to climb, bend, stoop, twist and reach overhead in rugged conditions to review/evaluate work; manual dexterity and bodily movement sufficient to operate various types of equipment in extreme conditions; lift up to fifty pounds.

MENTAL REQUIREMENTS

All Positions:

Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Some Positions:

May be required to possess the ability to handle emotional client situations effectively.

ADDITIONAL REQUIREMENTS

Additional physical/mental requirements or frequencies may be required, depending upon assignment. Depending upon assignment, some positions in this class may require possession of a valid California driver's license, Class C or higher.

ENVIRONMENTAL CONDITIONS

Work is typically performed in an indoor office environment, but occasionally requires travel to other locations. Work environments may include high levels of noise, dust and/or unpleasant odors. Occasional early morning, evening, holiday and/or weekend work may be required.