CENTRAL IT ENTERPRISE CONSULTANT/STRATEGIC PLANNER
(Administrative Manager II)

DEFINITION

Performs expert-level professional duties in order to facilitate information technology approaches to address County business needs; helps develop and maintain County information technology strategic and tactical plans; consults with County departments to assist them in aligning their information technology strategies with the strategic plan; consults with assigned agencies/customers to identify areas of potential automation of business functions and processes; builds coalitions of user support for shared infrastructure and data sharing; collaboratively develops expectations and standards for enterprise services; identifies, proposes and procures information technology-based enhancements and solutions that meet customer business objectives and further the County's strategic information technology plan; acts as a liaison between County agencies and information technology staff; and performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Incumbents in this classification 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.

EXAMPLES OF DUTIES

- Provides strategic IT consulting to a broad range of County business units. Ensures customer understanding of potential technology applications for design and delivery of business programs resulting in long-term efficiency and quality improvements.
- Evaluates identified business needs for IT and determines policy impact.
- Represents the customer's business needs: identifies alternative approaches and cost-benefits of needs for automating of customer functions.
- Provides strategic IT consulting to ensure that the development of applications and implementation of IT infrastructure align with the Agencies/Departments business plans and Countywide objectives.
- Markets the technology services provided by CEO/IT to customer Agencies/Departments and assists with yearly operational budgeting process.
- Consults with customer Agencies/Departments on projects; advises on project feasibility and recommends solutions; advises management and customers on information technology strategies.
- Interacts with customer Agencies/Departments on an ongoing basis to insure that information technology is implemented satisfactorily and that equipment operates correctly.
- Develops and implements customer survey plans that are used to determine if services are meeting customer needs and to identify service improvements.
- Communicates complex customer needs to County IT staff and management of personnel across varied divisions and departments; Communicates technical innovations to departments and assists departments in developing proposals for automation projects.
- Attends customer meetings and contributes IT expertise and other support.

- Identifies technological applications currently being used in one agency and recommends them, where appropriate, to other agencies with similar business needs.
- Recommends policies, procedures, enhancements, and acquisitions of hardware, software, and services that will fulfill customers' needs for automation of functions and processes.
- Reviews IT project proposals to determine staff and technology resource requirements, approves staff hires, evaluates and selects new technology, and helps finance and contracts department negotiate for outside services.
- Ensures that IT projects are planned, organized and monitored, are delivered on time and within budget, and produce deliverables that meet customer's outcome measures
- Ensure county IT architecture, design and standards are followed.
- 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:

- Thorough understanding of all facets of Information Technology and how it impacts operational planning and program implementation in meeting user requirements and service delivery needs.
- Current and leading-edge technologies related to effective public service operations.
- Business processes that serve as optimal candidates for technology solutions.
- Concepts, theories and practices with respect to the development and implementation of strategic information technology plans and programs.
- New developments in information technology and their relevance to current business needs and technology strategies.
- Information technology and systems management best practices.
- Process analysis, flow and documentation methodologies.
- Computer operating systems, hardware, software and languages used in the County.
- The operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information systems program.
- Advanced principles pertaining to the information system development lifecycle; application design principles using flowcharting techniques and prototype development tools.
- Operational characteristics of local and wide area network systems.
- Principles and practices of customer service.
- Methods and techniques of developing and presenting technical documentation and training materials.
- Effective communication with ability to communicate technical terms to non-technical staff and utilizes effective listening skills.
- Articulate ideas clearly and concisely both orally and in writing.
- Effectively organize and deliver presentations that inform or persuade audiences.
- Ability to build partnerships through consensus, collaboration, and teamwork.
- Contribute effectively to the planning, design and implementation of a Countywide information technology strategic plan.
- Gather and evaluate information in order to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations.

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 reengineering 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; 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.