

INFORMATION TECHNOLOGY MANAGER I
(Administrative Manager I)

DEFINITION

Manages a program and/or a group of technology professionals within an assigned technology work unit in one or more of the following technology disciplines: Application Development, Network, Security, Database, Systems or General Technology Support; performs other related duties as assigned.

CLASS CHARACTERISTICS

This is a full supervisory-level class where incumbents work under general direction, and broad policies. Although incumbents may supervise a variety of professional, technical and/or other support staff, the preponderant responsibility assigned to positions in this class is to directly manage the operations and staff within an information technology work unit.

EXAMPLES OF DUTIES

- Manages a program and/or a group of technology professionals within an assigned technology work unit. Selects, trains and directs staff; schedules, assigns and evaluates work; procures and provides resources to staff as needed; monitors and evaluates staff performance and quality of work; initiates informal and formal disciplinary actions as necessary.
- Develops and recommends work unit goals, objectives, policies and procedures; maintains procedure manuals and other unit documentation; plans and prioritizes work strategies for self and subordinates; creates workflow processes; identifies and recommends staffing changes in response to workload requirements.
- Assists in administering and monitoring departmental budgets; tracks and monitors expenses for assigned areas; researches costs for new hardware, software and other items and prepares reports and recommendations.
- Designs, directs and oversees work unit quality assurance activities.
- May manage complex technology projects requiring the support of multiple diverse staff and the procurement/utilization of specialized resources; develops and monitors project budgets and resources; monitors and manages vendor performance to ensure compliance with County standards and specifications; interfaces with clients to define project scope and review project activities, recommendations and outcomes; manages the use of project resources based on project specifications; designs and directs project testing and quality assurance processes.
- 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

Note: technology discipline-based knowledge and ability requirements may differ, and are subject to

area of assignment.

Knowledge of:

- Principles and practices of public administration; including, budgeting, staff development, customer service and human resource management.
- Principles and practices of supervision and leadership.
- Computer hardware and software systems similar to those being used by the hiring department, including business applications, operating systems, and network systems.
- Project management principles and techniques.
- 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 principles.
- Advanced methods and techniques of evaluating business need requirements to provide technology solutions.
- Database concepts.
- Operational characteristics of local and wide area network systems.
- Operational characteristics of communication systems, equipment and devices.
- Principles and methods of troubleshooting computer hardware, software and network problems.
- Principles and practices of customer service.
- Methods and techniques of developing and presenting technical documentation and training materials.

Ability to:

- Supervise a unit of subordinate employees who perform professional information technology work.
- 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.
- Assist with development and administration of the budget for the assigned unit.
- Perform professional level applications, systems and network analysis and administration duties.
- 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.
- Interpret and apply complex and technical information pertaining to computer and network systems.
- 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 directly related to the competencies and attributes noted above. A bachelor's degree in a related area of study may substitute for the required experience.

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 a Level II IT Professional in a specific discipline or seven (7) years of responsible information technology-related experience that provides the knowledge and abilities identified above. Note: experience requirements may be based upon, and specific to, the discipline to which the position is assigned (i.e., Application Development, Network, Database, Security, Systems, etc...).

Education: Possession of a bachelor's degree from an accredited college or university with major coursework in computer science, information systems or a closely related field that has provided the candidate with a sound conceptual understanding of information technology concepts.

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.

Click [here](#) to view the Administrative Manager job classification series.