



Information Technology Manager

Class Code:
4939

Bargaining Unit: Unrepresented - Management

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Established Date: Aug 1, 2015
Revision Date: Aug 15, 2015

SALARY RANGE

SEE SALARY SCHEDULE

JOB DESCRIPTION:

JOB DEFINITION

Under direction, the Information Technology Manager is responsible for planning, organizing, directing, staffing and controlling all technology functions and/or operations of one or more major work units within the Information Technology Division; responsible for the strategic planning and budget oversight for technology functions and/or operations for assigned work unit(s); hires, trains, supervises and evaluates management, supervisory, professional and line staff; and performs other related duties as assigned.

JOB CHARACTERISTICS

The Information Technology Manager is a management-level class that reports to the Information Technology Director (IT). This class is distinguished from the IT Director in that the latter manages the overall operational activities of the Office of Information Technology Division court-wide whereas the IT Manager is responsible for planning, coordinating and supervising the operations and work of professional staff within an information technology work unit.

EXAMPLES OF DUTIES:

1. Develops strategic plans, objectives and priorities for assigned work unit(s)/operational area(s); plans, develops and implements programs that utilize human and financial resources to achieve results.
2. Determines organizational structure, staffing needs, and work strategies for assigned work unit(s)/operational area(s).
3. Provides overall direction for the day-to-day activities in assigned work unit(s)/operational area(s).

4. Develops and administers annual budget for assigned work unit(s); 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.
5. 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.
6. Supervises the work of professional, technical and/or other employees directly or through subordinate supervisors; and ensures that they have adequate resources to perform their duties; ensures that assigned operations and activities comply with organization goals and objectives.
7. Manages the information technology infrastructure, architecture, systems, networks, software and resources for the assigned work unit/operational area, using various technology tools that may involve and cross multiple platforms.
8. Assesses the vulnerability of the Court's information system; develops and executes the Court's information security strategies, policies, and procedures, including the identification and analysis of information security threats in order to protect the Court's computer infrastructure, network, and data. Creates systems and procedures to assess and track compliance with Court security policies.
9. Designs, directs and oversees work unit quality assurance activities.
10. 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 procurement of services and goods required.
11. Responsible for the development of specifications for "requests for proposal" pertaining to external services; reviews submissions and provides recommendations on vendor selection; ensures vendor performance meets compliance, Court standards and specification.
12. Directs the management of projects of varying size and scope to enhance and/or upgrade technology services and utilization.
13. Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
14. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Education:

Possession of a Bachelor's degree from an accredited college or university with major coursework in computer science, information systems, Public Administration, Public Policy or a closely related field. Possession of one or more approved information technology certificates

and/or completion of other approved technology-related training may substitute for some or all of the required education.

Experience:

Four (4) years of systems management experience in a complex information systems environment comparable to that of Superior Court, County of Alameda with responsibility for supervising/directing staff in application development and analysis, systems analysis, database analysis and design, or network engineering, analysis and/or administration and server management.

KNOWLEDGE AND ABILITIES:

Knowledge Of: Principles and practices of budgeting, customer service, effective management, supervision, staff development and leadership; Computer hardware and software systems similar to those being used by the Court's Information Technology Department, including business applications, operating systems, and network systems; Project management principles, organizing and managing a project, developing schedules, identifying critical paths; 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 methods and techniques of evaluating business need requirements to provide technology solutions; Database concepts; Advanced operational characteristics of local and wide area network systems; Advanced operational characteristics of communication systems, equipment and devices; Tools and equipment used in testing the functionality of computer systems; Advanced principles and methods of troubleshooting computer hardware, software and network problems; Methods and techniques of developing and presenting technical documentation and training materials; Advanced principles and practices of information technology documentation and record keeping; Modern office procedures, methods and equipment.

Ability to: Plan, organize and manage the work of information technology staff; 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; Develop information technology designs, flow charts, report layouts and screen designs; 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 verbally and in writing; Establish and maintain effective working relationships with those encountered during the course of the work.

PHYSICAL REQUIREMENTS

Mobility – All positions require sitting for extended periods on a daily basis. Vision – constant use of good overall vision at arm's length distance for reading/close up work; frequent use of color perception and eye/hand coordination; occasional use of depth perception and peripheral vision. Dexterity – finger dexterity and repetitive use of hands on a daily basis. Hearing/Talking - frequent hearing/talking to others on the telephone and in person.

WORKING CONDITIONS

Work is typically performed in an indoor office environment, but occasionally requires travel to other locations. Work environments may occasionally be noisy. Occasional evening, holiday and/or weekend work may be required.