

City of San José
CLASS SPECIFICATION

Title: Enterprise Technology Manager (1373)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Information Technology	Division Manager or above	Exempt

CLASS SUMMARY

Incumbents are responsible for managing, planning, coordinating and executing information technology (IT) functions on a Citywide basis, establishing Citywide and Information Technology Department (ITD) protocols. Directs the research and development of new technological solutions and on-going support and maintenance of Citywide technology platforms.. Manages and supervises a team of technology staff. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This classification is distinguished from Supervising Applications Analyst in that the latter is responsible for daily operations of major systems or programs related to computers, communications, electronic data, and/or networks.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

Bachelor's degree from an accredited college or university with coursework in computer science, information systems, business administration, or closely related field and seven (7) years of experience managing, maintaining and implementing significant technology programs, computer system infrastructure and design, network operations, security design, application development and configurations and system/servicer administration, including a combination of five (5) years of supervisory and project personnel management experience, of which at least two (2) years should be supervisory experience over a technical team.

Required Licensing (such as driver's license, certifications, etc.)

Possession of a valid State of California driver's license.

Other Qualifications

Basic Knowledge, Skills and Abilities

(Needed at entry into the job in order to perform the essential duties.)

Knowledge of:

- Principles and methods of research/analysis methods, program evaluation, and cost benefit analysis
- Current and emerging technologies.
- Data architecture principles, techniques and capabilities.
- Principles of supervision and staff development.
- Technical writing principles and techniques.
- Modern trends and technology relevant to Citywide business and systems.
- Modern office methods, including record keeping, storage and retrieval.

Skill/Ability to:

- Analyze, evaluate and develop systems and procedures for Citywide technology implementations.

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- Develop Citywide business needs and policies. Conduct systems analysis and feasibility studies.
- Perform financial analyses and budgets for enterprise-level technology systems.
- Gather business requirements and evaluate investment strategies and ROI.
- Develop Request for Proposals, evaluation criteria, negotiate agreements, and all other selection functions for technology related products, systems, and services.
- Train in the use of modern data standards.
- Prepare and present technical reports and recommendations to technical and non-technical audiences
- Communicate clearly and concisely orally and in writing.
- Manage multiple concurrent enterprise technology initiatives and motivate professional staff.
- Coordinate and supervise the work of teams comprised of individuals in a variety of work groups.

Desirable Qualifications

(Knowledge, skills and abilities; licenses, certificates, education, experience that is more position specific and/or likely to contribute to more successful job performance.)

Knowledge of:

- Leadership and management principles
- Continuous improvement in principles and practices with respect to technology trends and standards
- Vendor contract management.
- Modern skills in software and/or hardware.
- Local/Wide Area Network architecture and technology, PCs, architecture, server hardware and software.
- Disaster recovery and business continuation planning

Ability to:

- Anticipate critical issues and develop solutions.
- Perform administrative management work, including budget preparation, cost analysis, evaluation or equipment needs, policy preparation and interpretation, and related duties.
- Evaluate the City's technology needs and present them clearly and concisely to large groups.

DUTY NO.	<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FRE-QUENCY*
1.	Develops, coordinates, guides and maintains the strategic and operational plans in support of enterprise technologies and the City's overall direction.	Continuous
2.	Plans, implements and manages Citywide technology operations ensuring efficient utilization of resources	Continuous
3.	Negotiates and administers contracts and agreements with vendors, agencies, and contractors, including deliverables, schedules, and cost for systems support and maintenance.	Frequent
4.	Develops and manages enterprise technology solutions and budget.	Frequent
5.	Identifies duplicative services within the organization for opportunities to consolidate resources.	Occasional

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6.	Supervises staff by hiring, selecting, training, evaluating and making work assignments. May also coordinate and supervise the work of teams comprised of individuals in a variety of work groups	Occasional
7.	Analyzes complex Citywide or departmental business needs and recommends technological solutions which may include new programs, development of new applications or modification of existing applications or hardware.	As Required
8.	Collaborates and coordinates with departmental stakeholders to access centralized capabilities, opportunities for partnership and advancement of key strategies.	As Required
9.	Writes procedures, memoranda and instructional material relating to staff use of technology systems.	As Required
10.	Researches and resolves problem areas and discrepancies in system problems.	As Required
11.	Develops, documents, maintains and tests comprehensive disaster recovery and business continuance plans outlining processes or procedures to recover essential business activities in the event of a disaster.	As Required
12.	Identifies opportunities to automate Citywide (cross-departmental) workflows through the use of technology; serves as a liaison to department technology staff to identify and address unique technology needs and opportunities for consolidation.	As Required
13.	Performs other duties of a similar nature or level.	As Required

*Frequency defined as %, (totaling 100%) *or* “Continuous” (daily or approximately 20%+), “Frequent”(weekly or approximately 15%+), “Occasional”(monthly or approximately 10%+), “As Required”(Intermittent or 5% or less)

CLASSIFICATION HISTORY *Created 3/14, Rev. 12/17; s001*