City of San José
CLASS SPECIFICATION

TITLE: DEPARTMENT INFORMATION TECHNOLOGY MANAGER
(1372)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Varies	Deputy Director or above	Exempt

CLASS SUMMARY
Incumbents are responsible for managing, planning, coordinating, and executing technology functions within a department, within the framework of Citywide and Information Technology Department (ITD) protocols. Directs the research and development of new technological solutions and on-going support and maintenance of existing department-specific applications. Manages and supervises a team of departmental 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.)

<u>Minimum Qualifications</u>

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 five (5) years of experience managing, maintaining, and implementing technology programs, computer system infrastructure and design, network operations, security design, application development and configurations, and system/server administration, including three (3) years of supervisory experience over a technical team.

Required Licensing (such as driver license, certifications, etc.)
Possession of a valid license authorizing operation of a motor vehicle in California.

<u>Other Qualifications</u>
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

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- Data architecture principles, techniques, and capabilities
- Principles of supervision and staff development
- Principles, rules, and methods of data modeling
- Technical writing principles and techniques
- Modern trends and technology relevant to the department's business and systems
- Modern office methods, including record keeping, storage, and retrieval

Skill/Ability to:
- Analyze business functions, work flows, and business rules for the purpose of developing supporting IT systems
- Analyze, evaluate, and develop systems and procedures for departmental technology implementations
- Interpret departmental business needs and policies to the Information Technology Department and vendors
- Conduct systems analysis and feasibility studies
- Perform financial analyses and develop budgets for departmental technology systems
- Gather business requirements and evaluate investment strategies and ROI
- Develop Request for Proposals and evaluation criteria, negotiate agreements, and perform all other selection functions for departmental 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
- Leverage the principles and platforms set by the IT Department to meet departmental interests
- Communicate clearly and concisely orally and in writing
- Manage multiple concurrent significant technology initiatives and motivate professional staff
- Supervise the work of others

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

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- Local/Wide Area Network architecture and technology, PCs, architecture, server hardware and software
- Disaster recovery and business continuation planning
- Procurement procedures and processes (Finance)

Ability to:
- Anticipate critical issues and develop solutions
- Perform administrative management work including budget preparation, cost analysis, evaluation of equipment needs, policy preparation and interpretation, and related duties
- Evaluate the department's technology needs, define technology goals, and present them clearly and concisely to staff, management, and other large groups.

DUTY NO.	**TYPICAL CLASS ESSENTIAL DUTIES:** (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 strategic and operational plans for departmental technologies in support of the department's overall direction and within the framework of the IT Department's protocols and standards.	Continuous
2.	Plans, implements, and manages the department's 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; ; in the Finance Dept, responsible for the procurement process for enterprise (city-wide) information technology system purchases.	Frequent
4.	Develops and manages the departmental technology solutions and budget.	Frequent
5.	Identifies duplicative services between the department and central IT Department for opportunities to consolidate resources.	Occasional
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 within the department.	Occasional
7.	Analyzes complex 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 IT and other 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 systems.	As Required

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DUTY NO.	**TYPICAL CLASS ESSENTIAL DUTIES: (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*
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 departmental workflows through the use of technology; serves as a liaison to the Information Technology Department and departmental divisions to address technology needs and identify 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 11/13, Rev 3/15, 6/15; s002_