

## INFORMATION TECHNOLOGY DIRECTOR

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### **DEFINITION**

Under general direction, functions as the administrative head of the Information Technology Department and is the final departmental authority in all matters of policy and operations; organizes, directs and controls all information technology activities; plans and manages a comprehensive and integrated information technology program to deliver cost effective, reliable, timely, high quality computer and telecommunications systems and information services for all city departments; acts as the City's primary authority on information technology issues; performs other related work as required. This position is Civil Service exempt.

### **DISTINGUISHING FEATURES**

This is a single-position classification at the top management level. The Information Technology Director is appointed by and reports directly to the City Manager, is a member of the city's top management team, and is responsible for all operations of the Information Technology Department. Various related functions may be assigned to the department depending on the needs and priorities of the City.

The Information Technology Director ensures that the City optimizes use of technology, developing overall information systems strategy, technology-related goals and programs, coordinating citywide needs assessment and short and long-term information systems planning, and identifying opportunities to use technology to improve operations and communications with residents.

### **EXAMPLES OF DUTIES**

1. Establishes the mission of the Information Technology Department through and in response to the assessment of City needs and priorities.
2. Directs and participates in the development of goals, objectives, policies and procedures for the Information Technology Department; develops innovative technological solutions to meet operating needs and goals.
3. Plans, directs, supervises and coordinates activities of Information Technology personnel.
4. Plans and directs a comprehensive and integrated information technology program and plan pertaining to citywide needs and use of related equipment and technologies involving areas such as computers, networking, software, systems and programming, enterprise application services, database management, telecommunications, desktop and mobile support, infrastructure services, and web and social media development and management.
5. Evaluates service provision and program effectiveness, evaluates alternatives and options, establishes priorities, and implements effective remedies and solutions for individual departments and comprehensively citywide.
6. Advocates change and educates City officials, management and employees on the needs for up-to-date information technology, staff and equipment to accomplish the mission and goals of the City.
7. Directs systems design, development and implementation of new or enhanced systems; provides strategic planning and direction by staying abreast of advances in public service business requirements, technology and telecommunications.
8. Establishes citywide information technology standards including those for hardware, software and local area networks; coordinates and reviews acquisition of hardware, software and automation-related services, including development and implementation of long-range funding plans.
9. Develops, implements and manages technology protocols for emergency operations and disaster response.
10. Directs technical assistance and user support functions.
11. Oversees coordinated selection, contract negotiation and monitoring of contracted service providers.
12. Plans, directs, conducts and/or reviews studies and reports.
13. Provides staff support to assigned boards and commissions.
14. Confers with other departments, agencies, public officials, vendors and contract providers regarding information technology issues; makes presentation on information technology projects, programs, plans and activities.
15. Participates in City management staff meetings with other Department Heads; discusses and reviews overall City problems and priorities; may serve on special task forces or direct the conduct of projects having a general City-wide impact.
16. Oversees preparation and administration of department budgets.
17. Responsible for the supervision, training and evaluation of Information Technology Department personnel.

## **EMPLOYMENT STANDARDS**

### Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited four-year college or university with major course work in information technology, computer sciences, information systems management, public or business administration or a related field. A related advanced degree is desirable.

Experience: Ten years of broad and extensive experience in all major phases of information technology management, including substantial responsible management experience in supervision of professional staff. Public sector experience is desirable.

### Knowledge

Knowledge of objectives, current trends, techniques and principles of information technology administration; current state-of-the-art information systems and communication technology; best practices, strategies, methodologies, and policies in information technology; information, business, municipal and telecommunications system designs, applications, programming, back-up and security; business and management principles and practices related to strategic planning, resource allocation, financial management and coordination of people and resources; federal, state and local laws and regulations related to information technology operations and management.

### Ability

Ability to effectively plan, organize, coordinate and direct all Information Technology Department activities, demonstrate effective leadership; develop and implement goals, objectives, policies, procedures, work standards and internal controls; develop information technology solutions to meet operating needs and goals; oversee development and implementation of comprehensive information technology programs and plans, and other information technology activities; review and analyze complex and technical information; draw valid conclusions and project consequences of decisions and recommendations; set priorities and meet deadlines; apply federal, state and local laws and regulation related to Information technology Department management; interpret, apply and explain rules, laws, regulations, policies and procedures; issue instructions, directions and orders; analyze situations and make quick decisions requiring sound judgement; maintain level of knowledge required for satisfactory job performance; establish and maintain accurate records; prepare concise, comprehensive reports; communicate effectively including presenting complex technical concepts clearly to non-technical parties; act with resourcefulness, courtesy and initiative; exercise independent judgement; and establish and maintain effective working relationships with employees, public officials, service providers, and the general public.

### Other Requirements

May require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.