May 2020
FLSA: EXEMPT
CLASS CODE: 01617

INFORMATION TECHNOLOGY MANAGER

DEFINITION

Incumbents in this class perform a variety of managerial, professional, technical, and analytical duties in the operation of an enterprise, client/server and desktop computer systems and networks. The duties involve management of technical services and operations; including user and systems requirements and analysis, applications development and maintenance, computer systems operations and support, network design and maintenance, and data/database analysis/administration.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Chief Technology Officer. Exercises general direction and supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a management-level classification that manages, directs, and participates in all activities of the Information Technology Department, including short- and long-term planning, development and administration of departmental policies, procedures, and services. This class provides assistance to the Chief Technology Officer in a variety of management, coordinative, and analytical capacities. Successful performance of the work requires knowledge of Court functions and activities, including the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assumes management responsibility for all Information Technology Department programs, services, and activities, including enterprise-wide information systems infrastructure, network administration, and web development projects under the direction of the Chief Technology Officer.
- Participates in the development and implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within Court policy, appropriate budget, service, and staffing levels.

- Participates in the development and administration of the department's annual budget; manages the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and Court needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Manages and maintains enterprise systems architecture, defining standards and protocols for data exchange, communications, software, and interconnection of Court network information systems.
- Conducts a variety of Court wide technology-focused organizational and operational studies; recommends modifications to systems, policies, and procedures as appropriate.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information technology and other services as they relate to the area of assignment.
- Manages and maintains the maintenance of working and official departmental files.
- Monitors changes in laws, regulations, and technology that may affect Court or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Chief Technology Officer.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Management principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Public agency budget development, contract administration, Court-wide administrative practices, and general principles of risk management related to the functions of the assigned area.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of Court government administration.
- Principles and practices of information technology infrastructure, project and program management.
- Principles and practices of network design and management.
- Current and emerging hardware and software technologies.

- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Methods and techniques for the development of presentations, contract negotiations, and information distribution; research and reporting methods, techniques, and procedures.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and computer applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the Court in contacts with governmental agencies, community groups, and various regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, judges and Court staff.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide professional leadership and direction for the department and the Court.
- Prepare and manage budgets.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively manage special projects with contractual agreements and ensure compliance with stipulations; effectively administer a variety of IT programs and administrative activities.
- Effectively represent the Court and the department in meetings with governmental agencies, contractors, vendors, and various regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in computer science, management information technology, or a related field and five (5) years of progressively responsible experience in a multi-platform information systems environment. Three (3) of the five (5) years of experience must include supervision of staff and major systems projects.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, and to visit various Court and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Revised: October 2018
Revised: May 2020