



DEPUTY DIRECTOR OF TECHNOLOGY AND INNOVATION

DEFINITION

Under administrative direction, plans, organizes, manages and provides direction and oversight for all functions and activities of the Information Technology Division including maintaining technology applications, architecture and infrastructure; directs the City's information technology systems architecture to identify, prioritize and implement technology principles, business application needs and investments; oversees the auditing of technology services, data and records; formulates policies, goals and directives; coordinates assigned activities with City departments, officials, outside agencies and the public; provides highly responsible and complex professional assistance to the City Manager in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from City Manager. Exercises supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a deputy director classification that oversees, directs, and participates in major activities and programs of the Information Technology Division, including short- and long-term planning as well as development and administration of departmental policies, procedures, and services. Successful performance of the work requires an extensive professional background and the ability to develop, oversee, and implement division projects and programs in a variety of areas. Responsibilities include coordinating the activities of the division with those of other divisions, departments, and public and private agencies and managing and overseeing the complex and varied functions of the division. This class provides professional-level support to the City Manager and Assistant City Manager in a variety of administrative, coordinative, analytical, and liaison capacities. This class is distinguished from the executive-level classes in that the latter has overall management responsibility for the Administrative Services programs, functions, and activities, and for developing, implementing, and interpreting public policy.

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 qualified employees can perform the essential functions of the job.

- Assumes full management responsibility for all Information Technology Division programs, services and activities including technology acquisition, implementation and maintenance, enterprise information services, network and server systems, project management and geographic information systems functions.
- Manages and participates in the development and administration of the Division's budget; directs the forecast of additional funds needed for staffing, equipment and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments, as necessary.
- Selects, trains, motivates and directs Division personnel; evaluates and reviews work for acceptability and conformance with division standards, including program and project priorities and performance

evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.

- Monitors and implements legal, regulatory, technology and societal changes and court decisions that may affect the work of the Division; determines equipment acquisition, training programs and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient, and economical manner.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine City needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Oversees the delivery of systems application development and support services as well as network and telecommunications operations; consults with manufacturers' representatives to define equipment needs.
- Plans, organizes, directs, evaluates, and ensures the integrity and security of City digital information through the development, regular review and enforcement of policies and procedures.
- Confers with Directors, supervisory staff and employees regarding current and anticipated information systems requirements and the feasibility of alternative conceptual approaches to meeting requirements; develops and recommends short- and long-term plans for hardware and software upgrades; works with departments to prioritize hardware and software upgrades; establishes hardware and software standards to meet the technology needs for the City.
- Prepares Requests for Proposals for the purchase of hardware and software; evaluates bids and recommends the selection of vendors; reviews requests for hardware and software against budget and City standards; and coordinates with legal counsel and City department representatives to determine City needs and requirements for contractual services.
- Represents the Division to other City Departments, elected officials and outside agencies; explains and interprets Division programs, policies and activities; negotiates and resolves significant and controversial issues.
- Prepares, reviews and presents staff reports, various management and information updates, and reports on special projects as assigned by the City Manager.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations; serves as a spokesperson for the Division at a variety of community events, meetings, and other public relations activities.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of strategic plan development.
- Principles and practices of budget administration.
- Principles and practices of contract management.

- General principles of risk management related to the functions of the assigned area.
- Principles, practices, and procedures of public administration in a municipal setting.
- Functions, authority, and responsibilities of an elected City Council.
- Principles, practices, theory of data management and its application to a wide variety of services and programs.
- Principles and practices for developing and implementing data security systems protocols and standards.
- Organization and management practices as applied to the development, analysis and evaluation of programs, policies and operational needs of the assigned area of responsibility.
- Principles and practices of enterprise software implementation and management.
- Principles and practices of design and management information technology infrastructure, communication and network systems, and associated hardware and software.
- Methods and techniques of developing technical and administrative reports, and business correspondence.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership for the Division.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with contractual obligations.
- Organize, management, implement and maintain efficient and effective information technology programs to ensure the reliability, integrity, and security of City information systems and infrastructure.
- Identify information technology issues and opportunities, conduct complex research projects, visualize and present data for both qualitative and quantitative content, evaluate alternatives, make sound recommendations, and prepare effective reports.
- Perform complex diagnostics and troubleshooting on hardware, software and communications problems.
- Analyze complex administrative situations and resolve them through application of City policy and management principles and practices.
- Effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, 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.
- Direct the establishment of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural 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:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science, information technology, management information systems, or a related field.

Experience:

- Five (5) years of increasingly responsible administrative experience in the design, programming, and installation of information systems and hardware, including three (3) years of experience in a supervisory or management capacity.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas 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 up to 25 pounds.

ENVIRONMENTAL CONDITIONS

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 divisional policies and procedures.