

INFORMATION TECHNOLOGY BUSINESS MANAGER

DEFINITION

Under general direction, provides expertise and general consultation to client department groups on a variety of issues related to feasibility analysis, implementation, and evaluation of information technology solutions to business and administrative processes; manages teams of professional, technical, and clerical staff involved in software systems and needs analysis, systems development, testing, implementation, installation and maintenance; performs the most complex duties of the unit; and performs other related work as required.

DISTINGUISHING CHARACTERISTICS

This management-level classification in the Information Technology Department manages professional and technical level staff and is responsible for coordinating the delivery of complex technology infrastructure and application support services to a client department group. Work is performed within a broad framework of policy and requires creativity and resourcefulness to accomplish goals and objectives, and in applying complex concepts, plans, and strategies that may deviate from traditional methods to meet client needs. Information Technology Business Manager requires strong business acumen and orientation towards supporting client business processes with technology.

Information Technology Business Manager is distinguished from the next higher class of Assistant Director of Information Technology in that the latter is responsible for overseeing a division consisting of a group of operational programs, policy implementation and interdisciplinary coordination as opposed to coordinating the delivery of complex technology infrastructure and application support services to assigned multiple client department groups.

Information Technology Business Manager is distinguished from Information Technology Manager, in that the latter is responsible for managing the planning, acquisition, deployment, operation, and support of specific technologies, such as: telephone systems, data networks, radio and wireless systems, data center equipment and facilities, and general use computing hardware, software, and services.

Information Technology Business Manager is distinguished from the Department Information Systems Manager series in that the latter is directly employed by a department and is responsible for supporting department-specific automated information systems and technology projects.

EXAMPLES OF DUTIES

Nothing in this specification restricts management's right to assign or reassign duties and responsibilities to this position at any time.

1. Acts as primary point of contact with clients to identify, coordinate, oversee, and insure implementation of automated business systems. Consults with assigned department(s) / client(s) to determine scope of project, needs assessment, and/or product and installation requirements. Evaluates user requests for services; determines and recommends the most

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effective service delivery plan or solution which meets the clients business needs; implements work/service plans; coordinates and monitors staff, resources, and projects to provide exceptional service delivery levels; provides assistance to staff in the analysis and determination of appropriate action to respond to client service.

2. Interviews, selects, motivates, and evaluates staff; provides technical and professional skills training; and manages performance.
3. Analyzes, recommends, and writes procedures, standards and policies consistent with Information Technology departmental plans and County policies, practices, goals, regulations and established information technology architecture. Evaluates information system support best practices and ensures policies, standards, and procedures are followed by staff.
4. Oversees and participates in the systems development life cycle including: needs analysis, cost benefit analysis, structured analysis, project planning and management, systems installation, implementation and testing, conversion to production status, technical and procedural documentation, user training, and post-implementation assessment and administration.
5. Plans, analyzes, and develops new systems; develops and implements enhancement and modifications; analyzes and resolves complex systems problems; develops conversion plans; moves data from one system to another; coordinates system related activities with other departments for multi-departmental system projects; sets scope, boundaries and objectives for system functions based on departmental need; and manages complex systems.
6. Manages multiple projects; plans, staffs, prioritizes and manages all phases of implementation for assigned projects; directs the design, development and implementation of new projects; establishes timelines to implement new or enhanced equipment, systems, programs or projects; monitors and reviews work in progress, providing technical assistance and guidance; manages and monitors progress of contractors and vendors; develops, manages, monitors and coordinates the appropriate request for proposal processes; and facilitates contract payments.
7. Reviews and recommends plans for software, hardware and telecommunications equipment and services; prepares specifications; develops and recommends annual MIS plans, including budgeting, configuring and purchasing hardware and software.
8. Provides expert advice and consultation to assigned departments regarding special requests for information and reports; participates in audits, integrated reviews and improvement studies, and quality control reviews; writes reports; and makes presentations.
9. In conjunction with assigned departments, monitors, coordinates, and develops the information technology budget of assigned department work units.
10. Prepares and presents written and oral reports, proposals, and recommendations.

QUALIFICATIONS

A combination of experience, education, and/or training which substantially demonstrates the following knowledge, skills and abilities:

Knowledge and Skills:

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Thorough knowledge of:

1. Principles and practices of complex information systems technology (hardware and software), including system architecture and client server applications, database systems, and report application
2. Principles and practices of project management including needs assessment, project prioritization, cost-benefit analysis, system implementation, user acceptance testing, resource allocation, logistics, coordination, and contract monitoring
3. Rules, regulations, state and federal information standards and guidelines, laws, ordinances, and policies pertaining to the specific program assignment
4. Principles and practices of fiscal management including project estimating, cost accounting, audit principles, and budget planning for information technology projects and functions.
5. Industry trends, concepts and best practices for development, maintenance, and improvement within the assigned area

Working knowledge of:

1. Principles and methods of management, including work planning, analysis, and organization, selection, and evaluation of employees.
2. Training techniques and methods
3. Principles and practices of writing and evaluating requests for proposals, analyzing requests for proposals, contract preparation, negotiation, and administration

Some knowledge of:

1. The structure, purpose and mission of County government

Skill and Ability to:

1. Plan, supervise, mentor, motivate, lead, and evaluate the activities of subordinate staff; establish and hold staff accountable for goals and performance standards
2. Plan, coordinate and implement work plans to achieve a designated objective; coordinate multi-faceted projects and studies, including coordination and planning for resources, personnel, and timetables; and prioritize competing requests for service
3. Develop, manage, coordinate, and implement multiple projects including techniques utilized in needs assessment, planning critical path timelines, resource allocation, logistics and coordination
4. Exercise good judgment, decisiveness, innovation, and creativity required in situations involving the direction, control, and planning of an entire program or multiple projects
5. Analyze and evaluate data, and draw logical conclusions
6. Persuade, convince and train others
7. Communicate effectively both orally and in writing; communicate technical information to persons not familiar with information technology
8. Develop new approaches and solutions outside of existing theories and principles

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9. Establish and maintain excellent and effective working relationships with department personnel, staff, vendors, peers, and management; and provide excellent customer service
10. Understand and learn a variety of business procedures and processes
11. Read and comprehend complex technical reference and training materials
12. Consistently apply the Monterey County values of respect, innovation, customer service and honesty

EXAMPLES OF EXPERIENCE/EDUCATION/TRAINING

The knowledge, skills and abilities listed above may be acquired through various types of experiences, education or training, typically:

Completion of all coursework leading to a Bachelor's degree in Business Administration, Public Administration, Computer Science, Information Systems, or a closely related field

And

Five years of experience in systems analysis and/or programming, including one year of experience supervising staff or leading major, complex information technology projects within the designated area and three years at the advanced journey level.

REQUIRED CONDITIONS OF EMPLOYMENT

As a condition of employment, the incumbent will be required to:

1. Successfully pass a modified background investigation.
2. Possess and maintain a valid current Class C driver's license, or the employee must be able to provide suitable transportation that is approved by the hiring authority.
3. Be available to respond to off-hours situations, work occasional weekends, holidays, and during times of emergencies and disasters.

PHYSICAL AND SENSORY REQUIREMENTS

The physical and sensory abilities required for this classification include:

1. May require sufficient strength and coordination for lifting, pushing, pulling and/or carrying the weight of computer systems equipment up to forty pounds.
2. Sight in order to read computer screens and standard computer printouts / may involve extensive VDT exposure;
3. Hearing, speech, sight, and physical dexterity sufficient to function in a typical office environment.
4. Coordinated, skillful movements of fingers, hands and arms to operate a computer keyboard; may require hand/eye coordination for semi-skilled movements, such as taking apart casings, installing parts and reconnecting computers.
5. Strength and dexterity to crawl, kneel, crouch, or twist to reach/and or work with assigned systems.

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CLASS HISTORY

Class Code: 16C89
Established Date: May, 2001
Revised Date: May, 2008
Former Title: N/A

CLASS DATA

Bargaining Unit: X
EEO Category: P
Work Group: 03
Worker's Comp. Code: 8810
FLSA: E
MoCo OT: N

Prepared by: Cynthia Berry, Associate HR Analyst
04/24/08

Approved by:

/s/ Dianne Dinsmore
County Administrative Office

10/9/2008
Date