

INFORMATION TECHNOLOGY MANAGER I/II/III

This is a three-level job family for managers in the Department of Information Technology. Incumbents will generally report directly to the IT Director and manage a division within the department. However, some positions in the IT manager series may have few to no staff but be responsible for particular functions or technologies and function as a high level individual contributor.

CLASSIFICATION DISTINCTIONS

Allocation of positions to levels in the IT manager series will be determined based on a blend of five core factors:

- scope of responsibilities, typically measured by size of staff and budget but potentially including other factors
- complexity of functions managed
- impact of functions managed
- credentials required — education, training and experience required for the position
- technological specialty — providing recognition of the scarcity of individuals with certain kinds of technological expertise

Positions at the III level will typically have responsibility for the largest, most complex, demanding and high-impact functions within the department. Positions at the I level manage the smallest, least complex functions but all the above factors will play a role in determining the appropriate level of each position.

The goal of the tri-level series is to provide the County and the IT Director with the flexibility needed to both attract and retain high quality IT professionals in key management positions within the department. The three level series particularly recognizes the rapidly evolving nature of technologies available and the need for IT professionals to be responsive and adaptable to those changes.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

Generally, positions at all levels within the IT Manager series will include the following responsibilities:

- Plan, organize, and manage assigned division to achieve goals within budgeted funds and available personnel.
- Determine goals and objectives, establish policies and procedures, and delegate assignments to staff as projects dictate.
- Evaluate division and/or project progress against work plans and initiate corrective measures to ensure timelines are met.

- Coordinate the integration of activities between division and with other departments throughout the County.
- Direct, coordinate, and review work for assigned division. Meet with staff to identify and resolve problems. Assign work activities, projects, and monitor work flow. Review and evaluate methods and procedures and implement changes to increase work flow or project efficiencies.
- Select, train, motivate, and evaluate assigned staff. Provide or coordinate staff training. Work with employees to correct deficiencies. Implement discipline and termination procedures.
- Develop short- and long-term program goals and objectives. Develop and administer appropriate timelines to effectively accomplish goals and objectives on time and within budget.
- Define policies and procedures relating to all services provided within assigned division. Participate as a team member in the development of department-wide policies and procedures. Evaluate current trends in the industry and determine feasibility for use at the County.
- Develop strategic plans and policy documents that provide solutions to a wide variety of difficult problems of diverse scope and that ensure enhanced efficiency between internal staff and customer departments.
- Develop and maintain effective coordination of computer services for County and City users. Assist the Director in development of a customer service orientation in regards to technology services with an entrepreneurial environment that ensures quality and cost-effective service to County and City departments.
- Manage a division budget. Forecast needed funds for additional staffing, equipment, materials, and supplies. Monitor expenditures to ensure budget adherence.
- Prepare and present summary reports on division activities.
- Participate in the development and implementation of IT related policies and procedures.
- Performs related duties as assigned.

QUALIFICATIONS

Education and Experience:

Bachelor's degree or equivalent in Computer Science, Business Administration, Public Administration, or related field.

Substantial and responsible experience in information technology generally and within the specialty area of the assigned position.

Supervisory and management experience within the IT field is highly desirable.

Certain kinds and types of additional education and experience may be substituted for each other and all combinations of education, training and experience that would provide the required knowledge, skills and abilities will be considered.

Knowledge of effective management and supervisory practices in a highly complex and/or technical area; budget development and cost- benefit analysis; current hardware and software technology; principles and techniques of complex systems analysis and programming; operational characteristics of information technology equipment, peripherals, and various platforms; current applicable Federal, State, and local laws, codes and regulations.

Ability to effectively manage and supervise staff; identify problems or issues and develop effective solutions; define short- and long-term goals and corresponding services and timelines to effect their implementation; evaluate current technology and determine compatibility with existing systems; develop and maintain good working relationships with Elected Officials, City of Vancouver Executive staff, and County Department Heads, including the ability to communicate clearly and concisely, both orally and in writing on technology related issues.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Incumbents typically work in an office environment with work involving management of multiple priorities. The changing technology environment with the complexity and diversity of County systems creates a certain amount of stress which requires good problem solving skills.

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