

City of South San Francisco
Human Resources Department

Information Technology Director

Class Description

Definition

Under administrative direction, plans, organizes, and directs the programs and functions of Citywide information systems and services, including engineering and system design services for voice and data telecommunications networks; develops, implement, and coordinate the potential for sustainable innovation by defining community and region-wide opportunities and ideas; evaluates, develops and presents comprehensive programs to secure business growth and modernization in South San Francisco; serves as the chief architect for all City technology services; serves as a member of the City executive team; and performs related duties as assigned. IT Director reports directly to the Assistant City Manager.

Distinguishing Characteristics

The classification serves as a department head and is responsible for all elements of the City's information technology program, and supervises and has oversight of all technology staff. It is distinguished from the next lower-level manager classification in that the manager is focused on computer operations, and day-to-day staff supervision. The objective of this position is to attract and retain private-sector business interests in the City, utilizing fluency in information and/or communications technology and create an internal culture, climate and environment that is needed for innovation and removing barriers both real and perceived that hinder innovative growth.

Typical and Important Duties

1. Assumes management responsibility for all Information Technology Department services and activities through administration of contract agreements; recommend and administers policies and procedures.
2. Ensures effective delivery of information services to user Departments through continuous interaction with the City's information services provider and monitor contractor management staff to ensure effective leadership to the City.
3. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors administrative and support systems; identifies opportunities for improvement; implements recommendations
4. Plans, organizes, directs, and reviews the delivery of all information systems services, including data processing, document imaging, geographic information systems, public safety systems, e-mail system, and telecommunication services to City departments, as well as all new information technology projects within the City.
5. Manages the design and development of electronic information systems on a Citywide basis.
6. Advises departments concerning potential technology tools and information technology advancements.

7. Develops policies, procedures, and business processes for information technology, including developing and managing a technology master plan.
8. Manage and participate in the development and implementation of goals, objectives, policies and priorities for the City's information services; review and approve stipulated service levels.
9. Plans for new equipment and projected technology improvements, including conversion to and installation of new systems.
10. Reviews and evaluates recommended application software packages as submitted by the contractor; participates in the evaluation of hardware and operating systems software; research and evaluates technical products in the marketplace to facilitate hardware and software enhancements.
11. Prepares and monitors requests for proposals for contract services; evaluates responses, conduct cost benefit analysis and prepares staff reports for City Council with recommendations; formulates contracts and monitors adherence to project schedules and agreements.
12. Coordinates with the City Attorney's office on contract matters including development, implementation and contract resolution.
13. Assists in resolving complex information technology problems.
14. Oversees the implementation of new electronic information systems.
15. Develops and analyzes the request for proposal and requests for quote for all information technology providers. Establishes and monitors project schedules for technology projects.
16. Develops and maintains relationships with the City management team and City Administration.
17. Coordinates the activities of the department with other City departments, public agencies, public utilities, and the general public. Acts as a liaison between contractors and user Departments on all information service matters.
18. Manages and participates in the development and administration of the Information Technology Department's budget; forecasts additional funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures
19. Provides consulting to all City departments regarding information technology and participates in the resolution of disputes concerning priority and decisions.
20. Approves expenditures for technology-related equipment, software, and services.
21. Conducts a variety of analytical and operational studies regarding department activities; evaluates alternatives, makes recommendations; implements procedural, administrative, and/or operational changes; identifies and resolves problems and potential problems taking appropriate action to remedy situations.
22. Participates in meetings with all user Departments and the City's contractor regarding the City's long and short-term strategic plan; negotiates effective resolution to problems and provides alternatives to meet information systems needs.
23. Represent the City in meetings with contracted service providers; prepare cost and time estimates relating to enhancements to existing systems applications as well as new systems; ensure accurate inventories of equipment are maintained.
24. Manages and supervises staff; conducts performance evaluations by evaluating employee performance and adherence to codes, safety procedures, memorandums of understandings,

regulations, and applicable laws; hires, promotes, and approves time off; recommend disciplinary action; and develops effective recommendations on all employee actions; confers with supervisory staff, and others in scheduling work and assigning staff.

25. Periodically inspects work for completion and compliance with standards, goals, and objectives.
26. Reviews changes in laws, regulations, and guidelines for their effect upon divisional activities; evaluates the effect of such changes, and recommends and implements changes to policies and procedures as required for compliance.
27. Performs related duties and responsibilities as assigned.

Job-related Qualifications

Knowledge of:

- Current technology and implementation techniques of local area and wide-area voice and data networking including use of high-speed digital transmission facilities.
- Principles methods, practices, and techniques of managing a municipal telecommunications and information system.
- Current technology in the areas of multi-user computer server hardware, software, and support functions.
- Systems supporting public safety and 911 dispatch services.
- Current management practices and principles, local government operations, financing and budgeting practices.
- Principles of management, supervision, training, and employee development.
- Applicable federal, state, and local laws, regulations, and reporting requirements, including related safety regulations.
- Principles and practices of project management, administrative analysis, and report preparation.
- Principles and practices of budget development and administration.
- Principles and practices of public administration and human resources as applied to departmental administration, including basic employee-relations concepts.
- Techniques for dealing with the City staff, representatives of other agencies, organizations, and the public, and resolving problems tactfully and effectively.

Ability to:

- Effectively manage the work of the department.
- Select, assign, direct, review, train, and evaluate the work of subordinates.
- Develop and implement improvements to systems, organization, and operations with the department.
- Work independently and make sound judgments
- Research and analyze current and future network and telecommunication requirements.
- Provide high-level technical advice and consultation to ensure efficient data communication, telecommunications, and computer utilization.
- Stay current with new technological developments.

- Analyze data and develop logical solutions to problems.
- Review and approve appropriate revisions to processes and procedures.
- Establish priorities, respond to deadlines and time restrictions.
- Acquire a thorough knowledge of applicable City policies.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Create and prepare a variety of written procedures and policies.
- Represent the City and the department effectively in contacts with representatives of other agencies, City departments, and the public.
- Establish and maintain cooperative relationships with those contacted in the course of the work, such as with employees, labor unions, officials, contractors, and the public.
- Take a proactive approach to customer service issues.
- Make process improvement changes to streamline procedures.
- Work in a safe manner, modeling correct City safety practices and procedures; coach others and enforce adherence to safety police and procedures.
- Maintain confidentiality regarding sensitive information.

Skill in

- Entering data into standard computer format with speed and accuracy sufficient to perform assigned work.

Experience and Education

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

Experience:

Five years of progressively more responsible experience in managing technology programs in an organization of similar size and complexity, including supervisory responsibility that demonstrates possession of the knowledge and abilities listed above.

Education:

A bachelor's degree from an accredited college or university with major coursework in computer science, telecommunications management, information systems, or a related field. A master's degree is preferred.

License and Certificate

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.
- MSCE Certification and FCC general radiotelephone license is highly desired.

Special Requirements

Essential duties require the following physical skills and work environment:

Physical Skills:

Able to use standard office equipment, including a computer; sit, stand, walk, kneel, crouch, stoop, squat, crawl, twist, and climb; lift and carry 50 pounds; distinguish among various colors; distinguish various computer generated auditory signals; use common hand tools; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the telephone, and to make public presentations.

Work Environment:

Mobility to work in a typical office environment and/or field setting; exposure to confining workspace and electrical hazards.

Ability to:

Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; maintain a clean and neat appearance; work protracted and irregular hours; respond to a pager; take 24-hour on-call and stand-by; attend evening meetings.

Additional Information:

- Approved: August 2000
- Revised Date: July 2001, June 2003; April 2015, November 2018
- Former Titles: Chief Innovation Officer
- Abolished:
- Bargaining Unit: Executive Management
- DOT: No
- Status: Classified/Exempt
- Job Code: N165