

Classification Title: Information/Technology Manager

FLSA Status: Exempt

BRIEF DESCRIPTION: Manages a technically diverse work group for Information Services such as Technical Infrastructure, Applications, IMU or Customer Services. Develops long and short-range planning activities for the management and modification of applications and databases, physical and network infrastructure, and customer services and support. . Negotiates and manages related contracts and collaborates with staff and vendors to assist with automation solutions. Manages the budget, department or assigned area. Manages the projects that span Information Services and other departments. Consults in the e-Government process in the technical review of proposed projects.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Provides direction, design and planning for technology and automation needs as they relate to application and/or infrastructure design, development and support. Manages staff resources of the assigned work areas. Directs technical staff development. Develops, manages and monitors operating budget for assigned area and projects. May perform design work on projects and researches and recommends technology options. Manages projects and resolves problems or issues.
2	S	Provides consultation to management or business units on technology issues, options and strategies. Provides significant input into the department’s business and strategic plans.
3	S	Leads the implementation of improvements to relevant applications and databases equipment, networks, security, customer services, and/or systems. Provides oversight to programs and special projects involving automation.
4	S	Coordinates functions with internal and external customers and users. Researches new automation efforts and develops requests for automation proposals. Reviews proposals and assists in recommending vendors.
5	S	Ensures that work plans are developed and schedules maintained for ongoing work and projects and that work meets agreed-upon standards. Works with management developing support service standards.
6	S	Develops and manages vendor contracts for ongoing services within a managed unit and special projects and implementation of new or updated software. Evaluates service levels and communicates requests for assistance.

CLASSIFICATION REQUIREMENTS:

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Education	Bachelor's degree in Computer Science, Business Administration or related field.
Experience	Four years of management experience in information systems.
Equivalent Education & Experience Accepted?	Yes
Certification and Other Requirements	None
Reading	Advanced
Math	Advanced
Writing	Advanced
Managerial	Receives Limited Direction.
Budget Responsibility	Oversees budget preparation of department budget. Reviews and approves expenditures of significant budgeted funds for the department or does research and prepares recommendations for County-wide budget expenditures.
Supervisory / Organizational Control	Work requires managing and monitoring work performance by directing subordinate supervisors or administrators including making final decisions on hiring and disciplinary actions, evaluating program/work objectives and effectiveness, and realigning work and staffing assignments, as needed.
Interpersonal / Human Relations Skills	Work requires very frequent and regular contact with others in a direct reporting relationship as well as others outside of a direct reporting relationship. The purpose of the contact is broad reaching and dynamic and may include the communication of specific issues and/or general policies. Interaction with others outside of the department requires exercising participative management and negotiation skills that support County strategy and organizational goals. Work also requires the communication with direct reports to ensure maximum productivity in work assignments. Makes presentations and answers questions with regard to presentation materials and findings.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Fax machines, projector, blueprint machine, computers, printers and related software

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors (see 1 below)	Other (see 2 below)

(1) N/A

(2) N/A

PROTECTIVE EQUIPMENT REQUIRED:

None.