Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.

Job title	Senior Director of Information Systems

GENERAL PURPOSE

Under policy direction, plans, organizes, manages, and evaluates the activities, operations, and services of the Information Systems Department; functional areas of responsibility include Client Support, Enterprise Support, Business Solutions, and Quality Assurance; ensures effective and efficient high-quality work in the managed programs and services; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a department director classification that oversees, directs, and participates in all activities of the Information Systems Department, including short- and long-term planning as well as development and administration of departmental policies, procedures, and services. This class provides assistance to the Deputy General Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, District functions and activities, including the role of the District's Board of Directors, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering District goals and objectives within general policy guidelines.

SUPERVISION RECEIVED AND EXERCISED

Receives policy direction from a Deputy General Manager. Exercises direct supervision over managerial, supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

TYPICAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

➢ Plans, organizes, controls, integrates, and evaluates the work of the Information Systems Department to ensure services comply with the policies and strategic direction set by the General Manager, Board of Directors, and all applicable laws and regulations.

➢ With management team, develops, implements, and monitors short- and long-term plans, goals, and objectives focused on achieving the District's mission, Strategic Plan, and Board priorities.

➢ Directs the development of assigned department operating and capital improvement budgets; monitors implementation of adopted budgets; directs the preparation of budgets for all District investments in computer hardware and software and for computer training courses; approves the purchase of all standard hardware and software items.

➢ Directs the development, implementation, and evaluation of plans, programs, projects, policies, systems, and procedures to achieve short- and long-term District-wide goals, objectives, and work standards within assigned areas of accountability.

➢ Plans and evaluates performance of assigned managers and staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's personnel rules, policies, and labor contract provisions where applicable.

➢ Provides leadership and works with assigned management team to develop and retain highly competent, customer-service oriented staff through selection, compensation, training, and day-to-day management practices which support the District's mission, strategic plan, objectives, and values.

➢ Directs and coordinates the implementation of goals, objectives, policies, and standards for the Information Systems Department; provides professional assistance to District management on technology, information systems, computer operations and support, and related matters; provides comprehensive computer processing and technology support services and solves a broad range of complex computer technology-based problems.

➢ Monitors industry hardware and software trends; evaluates the uses of emerging technology in meeting long-term District business and operating strategies; directs the study of new technology to determine its utility, consistency with department technology standards, relevance for meeting District business and operational requirements and expected return on investment; recommends and establishes long-range technology direction and strategies; establishes hardware and software standards for general use; coordinates District-wide acquisition of software and

hardware including development of a long-range funding plan for maintenance and replacement of hardware.

➢ Provides and directs the delivery of internal consulting services on computer technology issues; works with District executives and managers to evaluate current and anticipated information systems and technology requirements and examines the feasibility of alternative conceptual approaches to meeting such requirements; works with executives to prioritize applications development and technology upgrade requests; recommends approaches and action plans that will produce maximum return on District technology investments; promotes the use of sound, effective technology.

➢ Interprets General Manager, Deputy General Manager, Assistant General Manager, and Board of Director instructions and requests; makes interpretations of District ordinances, policies, and applicable laws and regulations to ensure compliance within assigned areas of accountability.

➢ Directs the delivery of systems development, network, computer operations, and support services to all departments; directs the development, enhancement, quality assurance testing and installation of new applications and systems upgrades and the installation, implementation, and conversion to new programs and hardware; ensures that department documentation standards are met; ensures that system architectures meet department standards and District operational requirements; directs the establishment of data standards, data ownership, and data access and security measures.

➢ May act for the Deputy General Manager in that individual's absence.

➢ Ensures staff comply with all District and mandated safety rules, regulations, and protocols.

➢ Performs related duties as assigned.

Continuous Improvement-Related Duties:

➢ Applies Continuous Improvement principles in the deployment of branch and department business plans, processes and performance measures, ensuring that they align with District's strategies and operational plans.

➢ Participates in organizational performance assessments and the system of continuous improvements and effectively integrates and evaluates the linkages between the District's key value creation and support processes and related key performance indices.

➢ Ensures effectiveness of the business processes undertaken by the division, department, or branch.

> ➢ Defines customer service segments being served and establishes processes to obtain feedback to improve performance.

> ➢ Develops, maintains, and utilizes departmental performance indicators in making decisions.

> ➢ Establishes performance criteria for assigned staff.

> ➢ Ensures a thorough understanding of the Strategic Planning Cycle with each individual's responsibility associated with the cycle.

> ➢ The incumbent, while exercising his/her authority, shall abide by and promote the District's values and beliefs and adhere to the District's ethics policy.

REQUIRED QUALIFICATIONS

Knowledge of:

➢ Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
➢ Principles and practices of leadership.
➢ 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 techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
➢ Organization, function, role, and authority of a public agency Board of Directors.
➢ Principles and practices of strategic technology system design, development, and management.
➢ Principles and practices of budgeting, purchasing, and maintenance of public records.
➢ Principles and practices of technology project management.
➢ Principles and practices of ensuring comprehensive security measures on critical technology systems.
➢ District operations and functions and associated information systems and technology issues.
➢ Federal, state, and local laws, regulations, and court decisions applicable to assigned areas of responsibility.
➢ Principles and practices of sound business communication.
➢ The District's personnel policies and labor contract provisions.
➢ District 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 District 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.

Continuous Improvement Knowledge:

➢ The core values, concepts, and framework of continuous improvement criteria, including the principles of management by fact, and organizational and personal learning.
➢ The means of developing alignment between strategic goals and individual performance standards.
➢ Practices of process mapping (control).
➢ Practices of structured problem solving.
➢ The Strategic Planning Cycle and the various responsibilities within that cycle.

Ability to:

➢ Plan, direct, oversee, and manage the staff and services in a full-service comprehensive information technology department.
➢ Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
➢ Develop and implement goals, objectives, practices, policies, procedures, and work standards.
➢ Provide administrative and professional leadership and direction for the District and the department.
➢ Plan, organize, integrate, and manage technology system design, development, and deployment activities.
➢ Identify information management issues and opportunities, analyze problems, and alternatives and develop sound conclusions and recommendations.
➢ Assess user department technology requirements, set priorities, and allocate resources to most effectively meet needs in a timely manner.
➢ Evaluate complex technology and strategies and make sound, prudent recommendations that maximize return on investment.
➢ Understand, interpret, explain, and apply District policy and procedures governing assigned areas of responsibility.
➢ Present proposals and recommendations clearly and logically in public meetings.
➢ Represent the District effectively in negotiations.
➢ Develop and implement appropriate procedures and controls.
➢ Prepare clear, concise, and comprehensive correspondence, reports, studies, and other written materials.

- ➢ Exercise sound, expert independent judgment within general policy guidelines.
- ➢ Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- ➢ Effectively represent the department and the District in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- ➢ Independently organize, work, set priorities, meet critical deadlines, and follow-up on assignments.
- ➢ Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- ➢ 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.
- ➢ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Continuous Improvement Abilities:

- ➢ Develop a systems perspective for managing department operations and its key processes to achieve results.
- ➢ To use the seven continuous improvement categories and the core values as building blocks for department operations.
- ➢ Define and explain key processes and process requirements within the department.
- ➢ Develop and deploy strategic plan elements and key performance measures consistent with District goals.
- ➢ Develop and maintain continuous improvement in all areas of operations.
- ➢ Develop and monitor performance standards for all divisions within the department.
- ➢ Ensure department goals and objectives are aligned with other departments, branches, and the District as a whole.
- ➢ Track and monitor department performance.
- ➢ Make sound decisions based on departmental performance indicators.

Experience:
Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- ➢ Ten (10) years of progressively responsible information systems program management, of which five (5) years should be in a management capacity.

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in information systems, computer science, business administration, or a closely related field. Master's degree is desirable.

Licenses/Certifications:

- A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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; to operate a motor vehicle and visit various District sites; 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.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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 departmental policies and procedures.

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	*Board of Directors*
Date adopted:	*October 2, 2019*
Date modified:	
FLSA determination:	*Exempt*

Job Description Acknowledgment

I have received, reviewed and fully understand the job description for Senior Director of Information Systems. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____   *Date:* _____

Employee Number: _____

Employee Signature: _____