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	Information Technology/DevOps Manager

GENERAL PURPOSE

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff performing difficult and complex professional, technical, and administrative support related to all programs and activities of the Information Technology Department; functional areas of responsibility include enterprise support, business solutions, and quality assurance; administers short- and long-range planning activities; manages the effective use of department resources to improve organizational productivity and customer service; provides complex and responsible support to the Senior Director of Information Services in areas of expertise; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating assigned technology operations and services. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include providing professional advice and counsel to departments on strategic technology matters. Incumbents serve as a professional-level resource for technology-related organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Senior Director of Information Systems. Exercises direct supervision over 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, supervises, trains, and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's rules, policies, and labor contract provisions; identifies best-of-class work practices among assigned staff and assures uniform adoption of those practices.

- Provides day-to-day leadership and works with staff to ensure a high-performance, customer service-oriented work environment which supports achieving the department's and the District's mission, strategic plan, objectives, and values.

- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, ensuring alignment with the District's strategic and operational plans; provides strategic leadership in technology selection and investment.

- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, consultants, contractors, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary to meet changing conditions.

- Participates in developing and recommending short- and long-term plans for technology services; works with stakeholders and technology managers to prioritize development projects; guides the development and delivery of technology solutions; reviews and approves general systems approaches to the solution of problems and reviews program results; leads and delivers large-scale enterprise architecture initiatives.

- Ensures all systems, applications, and integrations are implemented and maintained using sound principles of operating systems, networks, and systems management; ensures full documentation to provide an accurate, up-to-date depiction of the District's environment; serves as primary point of contact for critical applications.

- Manages cross-functional teams to develop and maintain large-scale applications; works with multiple business units to deliver District Solutions; leads infrastructure planning, development strategies/initiatives, and product lifecycle; communicates with vendors, suppliers and executive management to ensure availability of infrastructure technologies and support.

- Performs project management, time management, cost estimating, and budget development; organizes and motivates project team; analyzes and manages project risk and monitors progress.

➢ Manages vendor relationships, statements of work; ensures invoices are properly documented and paid.

➢ Manages software licenses and renewals.

➢ Confers with District managers and employees regarding current and anticipated information systems requirements and the feasibility of alternative conceptual approaches to meeting requirements; participates in developing and recommending short and long-term plans for hardware and/or software upgrades; works with District managers to prioritize network, computer, and mobile device equipment upgrades and expansions.

➢ Participates in preparing detailed bid specifications for the purchase of services and software; reviews, negotiates, approves, and manages the Business Solutions division's contractual obligations.

➢ Keeps abreast of advancements in information system and computing technologies and their capabilities; provides technical information, guidance, and support to other departments as needed.

➢ May act for the Senior Director, Information Systems in that incumbent's absence.

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

➢ Performs other duties as assigned.

Continuous Improvement Related Duties:

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

➢ Participates in departmental 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 department and division.

➢ 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 Mission, Vision, and Guiding Principles and adhere to the District's policies.

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.
➢ Principles and practices of strategic planning in assigned technology area.
➢ Principles, practices, and techniques of information systems management, including applications design, hardware and software options for business, engineering, and operations applications, and the cost-benefit of systems alternatives.
➢ Principles and practices of project management.
➢ Principles and practices of contract management.
➢ Operating principles, methods, practices, and limitations of various computing, storage, and network platforms.
➢ District personnel rules, policies, and labor contracts.
➢ 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 Based 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:

➤ 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, management, and professional leadership for the Information Systems Department and the District.
➤ Prepare, administer, and monitor a division budget.
➤ Plan, organize, integrate, and manage systems installation, configuration, and administration activities.
➤ Establish and maintain project and production schedules.
➤ Identify information management issues and opportunities, analyze problems and alternatives, and develop sound conclusions and recommendations.
➤ Assess user department needs, set priorities and allocate resources to most effectively meet needs in a timely manner.
➤ Develop and implement appropriate procedures and controls.
➤ Prepare clear, concise, and accurate reports and other materials.
➤ 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 Based 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:

➢ Seven (7) years of progressively responsible information technology management experience, three (3) of which were at a project management or supervisory level.

Education:

➢ Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science, management information systems, business, or a closely related field; a master's degree is desired.

Licenses/Certifications:

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

➢ A Project Management Professional (PMP) certification is desired.

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; to operate a motor vehicle and visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This 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 of 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. The employee is occasionally exposed to outside weather conditions and wet and/or humid conditions.

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 Information Technology/DevOps Manager. 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: _____