



INFORMATION SYSTEMS MANAGER

Unrepresented Employee - Exempt

POSITION CHARACTERISTICS

To manage the District's information systems, desktop systems, local area and wide area networks, and telecommunications and voice-mail systems. Oversee development of information systems related standards, specifications and administrative procedures and practices. Supervise Information Systems (IS) staff and/or consultants responsible for systems administration, analysis, programming and reporting as well as technical staff responsible for desktop computer hardware/software, network administration, and telecommunications operations and maintenance. Coordinate work of the Division with other District departments to provide timely, cost-effective, integrated systems and related support.

Supervision Received And Exercised

Receives general direction from the Director of Finance.

Exercises direct supervision over assigned professional and technical staff.

Examples Of Duties - Duties may include, but are not limited to, the following:

Develop District-wide procedure to achieve improvements in information systems services provided to departments and divisions.

Develop, implement and manage a strategic level Information Systems Master Plan.

Establish priorities, identify necessary resources, and make technical recommendations for the acquisition of hardware and software replacements and/or enhancements of major systems.

Direct and oversee programs that ensure coordinated approaches to responding to current and near-term client information system needs and priorities, and their integration with longer- range strategic plans.

Monitor, evaluate and take necessary action to improve resource utilization, deployment, production, and performance; ensure the proper licensing and control of software.

Build consensus among District managers and end users on cost-effective information systems.

Provide leadership, promote high employee morale and productivity; provide for training and development of staff, assign, schedule, and supervise the work of the Information Systems Division

Direct the preparation of recommendations, reports, and other materials for the Board; make presentations to the Board and District staff.

Perform administrative duties including budget preparation and control, employee selection, training and evaluation.

Represent the District at meetings, seminars, and conferences.

Manage the ongoing upgrade and replacement of desktop computers and ancillary hardware and software, including e-mail, internet access, financial information and customer billing systems.

Manage and administer the Districts telecommunications systems (cellular telephones, pagers and voice-mail, staff telephones, EOC, and call centers).

Direct development of request for proposals and selection processes for consulting and technical services.

Oversee development of user needs analysis and related cost/benefit analyses for making recommendations to executive management and/or the Board of directors

Perform related duties as required.

Knowledge of:

Principles and techniques of systems analysis and development.

Program planning; computer programming and processing.

Telecommunications systems and concepts.

Electronic data processing equipment and capabilities of computer systems; systems evaluations.

Computer methods and techniques; systems and administrative operation procedures analysis and design.

Networking concepts, execution and maintenance of installed equipment.

Personnel management, supervision, training and development.

Principles and techniques for project planning, scheduling, and control.

Effective communication and leadership techniques.

Budget preparation and control.

Ability to:

Plan, organize, and direct the work of assigned staff.

Provide leadership, supervise, coordinate and direct systems analysis, design and programming activities.

Analyze systems data and situations, identify problems, reason logically, and develop conclusions and effective solutions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with staff, user divisions, and others.

Mentor IS team effectively by keeping current on changes, trends, and developments in the information systems industry.

Establish, monitor, and control project priorities, and schedules to accomplish division assignments.

Manage major information systems projects and consultant contracts.

Education and Experience:

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

Education: Equivalent to a Bachelor's degree from an accredited college or university with major course work in management information systems, computer science, data processing, business or public administration, or a related field.

Experience: Seven years of progressively responsible experience in managing a multiple mini-computer and networked personal computer client server systems environment; strategic and tactical systems planning; budget administration; selecting and overseeing installation, operation, and maintenance of major information and telecommunication systems; and previous supervisory experience.

Physical Demands:

Work is mainly performed in a normal office and meeting room environments. On occasion, the position requires the ability to travel on District business and to visit and inspect District facilities and projects that require traversing uneven or difficult terrain, in all types of weather conditions. The duties of the position require the ability to walk, observe, talk, listen, and operate a computer and telephone. Occasionally, work requires lifting or moving up to 15 pounds. Work hours are irregular and include evening meetings.

Other Requirements:

Possession of, or ability to obtain and maintain a valid California driver's license.

Adopted: March 5, 1998
Revised: October 27, 2003

Approved_____ Human Resources and Risk Manager