



JOB TITLE:	INFORMATION SYSTEMS MANAGER	DIVISION:	DISTRICT – INFORMATION SYSTEMS
REPORTS TO:	CHIEF TECHNOLOGY DIRECTOR	EEO CATEGORY:	02-PROFESSIONAL
FLSA:	EXEMPT	SAFETY-SENSITIVE:	NO
CLASSIFICATION:	NON-REPRESENTED	LOCATION:	SAN FRANCISCO

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Position Summary

Under the general direction of the Chief Technology Director, the Information Systems Manager, manages, coordinates and supervises various professional, technical and analytical staff and duties associated with application development, Technical Services, and Enterprise projects. The operation of information systems including internet, network, client/server and/or desktop computer systems; oversees the analysis, design, acquisition, implementation and/or maintenance of related systems hardware, software and/or programs. Provides assistance to administrative staff; and Maintain good working relationship with District Customers, internal Information Systems staff and with system software suppliers.

Essential Responsibilities

- Plans, organizes and directs, often through subordinate supervisors, the work of staff engaged in the analysis, design, implementation, programming, support and/or maintenance of information systems including internet, network, client/server and/or desktop computer systems; coordinates the acquisition of hardware, software and related equipment; provides broad operational oversight in area(s) of assignment
- Assures that production schedules and project deadlines are met; establishes work priorities and develops cost analyses; may serve as a project manager for both small and large scale projects; may coordinate and/or perform feasibility studies
- Performs complex analytical studies; oversees the production of statistical, data and/or narrative reports and other documents
- Assists with Department policy development and implementation; researches and evaluates advances in information technology hardware and software including internet and/or web technology; develops and recommends District-wide standards for product evaluation and selection; reviews and recommends capital budget requests for equipment, staff and services; participates in department budget preparation
- Oversees system testing and quality control; meets and consults with customers and vendors regarding service delivery needs; coordinates problem solving, conflict resolution, escalations; responsible for disaster recovery; serves as technical resource for identifying complex problems with systems hardware, software and/or programs

- Oversees staff development and training in assigned areas; may develop and/or present District wide training programs on information technology issues; may perform training-related needs assessments and recommend County-wide training plans
- Schedules and attends staff meetings; may serve on committees and task forces
- Establishes and maintains effective working relationships with District employees, customers, vendors and all others contacted during the course of work using principles of excellent customer service
- Performs additional related duties as assigned
- Regular and reliable attendance and performance are required

Required Knowledge, Skills and Abilities

Working knowledge of:

- District policies and applicable Memorandum of Agreement (MOU)
- Current developments, equipment, technology and methods of administering a broad program of information systems and services
- Project management theory, concepts and principles (e.g., theory of constraints, critical path methodology, project risk management, project scope management, project management life cycle, etc.)
- Project management tools and/or software packages
- Strategic, operational and technical & management skills
- Excellent communication, leadership, problem solving and analytical skills

Ability to:

- Conduct needs analysis, develop technical specifications, issue requisite procurement and budgetary documentation, plan, develop, test, and implement technology systems to improve operations and create efficiencies
- Demonstrate leadership managing people, including the ability to work and lead in project teams
- Work independently and manage multiple task assignments but also experience working in a team-oriented, collaborative environment
- Rapidly adapt and respond to changes in environment and priorities
- Elicit cooperation from senior management and other departments
- Demonstrated experience leading outsourced providers and maintaining partnerships with key vendors
- Analyze, evaluate, and problem solve and comfortable with ambiguity
- Work independently, show initiative, and effectively prioritize work
- Maintain good working relationship with users, internal Information Systems Department and with system software and hardware suppliers
- Effectively train a variety of users at different levels of knowledge and expertise
- Establish and maintain effective working relationships with District personnel, contractors, vendors and others
- Follow the safety and health rules and safe working practices applicable to the job



Minimum Qualifications

Education and/or Experience:

- Bachelor's degree in Computer Science, Information Systems, Software Engineering, Computer Engineering or other related technology major. Applicants who do not possess a degree should attach a statement supporting qualifying experience.
- A minimum of six years industry/ IS experience and two years of project management experience leading large scale enterprise projects that requires fundamental change in business practice and automation to deliver significant value to business.
- **PMI Certification is highly desirable.** Applicants who do not possess a certification should attach a statement supporting recent qualifying experience

Required License:

- Must possess and maintain a current, valid California driver's license and satisfactory driving record.

Physical Requirement:

Mobility to work in a typical office setting. Ability to communicate in person and over the telephone. Ability to read printed materials and a computer screen. Routine use of computer, telephone and other office equipment. Ability to travel to District facilities. Ability to work on some weekends and evenings.