

INFORMATION TECHNOLOGY SECTION MANAGER

CODES/PAY RANGE

Class Code: 1627 EEO Code: A FLSA: E Pay Range: D

GENERAL DESCRIPTION

Very responsible administrative work overseeing and directing the day to day activities of microcomputers services, network management services, systems programming, computer operations or land information system services.

ILLUSTRATIVE DUTIES

(NOTE: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment of the position.)

Microcomputer Services

Manages Microcomputer Services including personnel (staffing, discipline, hiring, evaluations, schedules); budget; goals and priorities; purchasing, etc.

Coordinates and implements I.T.G. projects from conception to completion.

Maintains microcomputer software and hardware directions and standards for the County. Develops and maintains policies and procedures for microcomputers. Assists divisions in designing new systems and enhancing or changing systems currently in use.

Serves as a liaison between county and outside computer vendors. Remains current on changes in technologies associated with area of responsibility.

Systems Programming

Supervises personnel assigned to Technical Support section including establishing work schedules, performance evaluations, areas of responsibilities, etc. Maintains staff members' education profiles at current levels through education programs, seminars, and courses.

Establishes section's operating levels and ensures schedules are met. Ensures continuous technical support to County's enterprise computer center and telecommunications network.

Assists in preparation of section budget.

Evaluates new software products and new versions of currently installed products for capabilities and functions. Oversees the installation of new software products and upgrades to

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installed products. Maintains current software products by applying corrective fixes as required. Evaluates and recommends hardware configuration updates through analysis and performance of present system and planned growth.

Operations/Customer Care

Manages the Operations section which involves supervising assigned staff (discipline, evaluations, leave approval, scheduling, etc.); monitoring quality control and efficiency; developing and tracking section budget; maintaining inventories (paper, forms, supplies); equipment maintenance; customer service; and training.

Resolves processing failures. Ensures practice of effective tape management.

Establishes work priorities and operation schedules for the County's enterprise computers. Monitors and revises work production schedules to ensure efficiency. Adjusts operating schedules to address delays.

Assists programmers or systems programmer with debugging. Prepares operators' control language, set-up procedures, and other instructions during final implementation stages of a new program. Executes set-up procedures for established program, and then assigns the running of the program to a subordinate.

Ensures continuous operational support for the County's telecommunication network. Ensures Operations' personnel monitor on-line system consoles and react to interrupts in a timely manner.

Oversees operation of "help desk" for users.

Network Services

Manages Network Services including personnel (staffing, discipline, hiring, evaluations, schedules); budget; goals and priorities; purchasing, etc.

Coordinates and implements ITG projects from conception to completion.

Plans, organizes, coordinates and supervises voice and data communications services for all county departments.

Serves as a liaison between county and outside computer vendors. Remains current on changes in technologies associated with area of responsibility.

Plans and designs new and revised telephone systems. Coordinates the processing of the installation and change orders. Coordinates the modification and installation of systems local distribution and leased telephone transmission facilities.

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Conducts telephone traffic surveys to optimize use of facilities.

Integrates facsimile and call processing devices into the telephone system. Supervises maintenance of these services.

Manages installation and maintenance of wiring and cabling within County facilities.

Establishes section's operating levels and ensures schedules are met. Ensures continuous technical support to County's mainframe computer center and telecommunications network.

Prepares program budget.

Evaluates new software products and new versions of currently installed products for capabilities and functions. Oversees the installation of new software products and upgrades to installed products. Maintains current software products by applying corrective fixes as required.

Evaluates and recommends hardware configuration updates through analysis and performance of present system and planned growth.

Maintains local area network software and hardware directions and standards for the County. Develops and maintains policies and procedures for E-Mail and LAN/WAN.

Land Information Systems

Supervises GIS and land systems application programming staff (staffing, discipline, hiring, evaluations, schedules); budget, goals and priorities, purchasing, etc. Develops and maintains staff members' education profiles at current levels through education programs, seminars and classes.

Develops and manages relationships between County and outside agencies.

Develops and provides technological support/strategies.

Coordinates and implements ITG projects from conception to completion.

Coordinates multi-participant projects.

Assists in vendor selections.

Serves as liaison between county and outside computer vendors.

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KNOWLEDGE, ABILITIES AND SKILLS

(Not all knowledge, abilities and skills applies to each position assigned.)

Knowledge of systems analysis, data processing, microcomputers. Knowledge of microcomputer hardware and software. Knowledge of microcomputer networks. Knowledge of interfacing microcomputers and microcomputer networks to mainframe and minicomputer host environments. Knowledge of the operating characteristics, capabilities and limitations of large mainframe computers and related equipment. Knowledge of the operating system software components providing central control for large mainframe computers. Knowledge of the flow of processing sequences for multi-program and on-line computers. Knowledge of system control language. Knowledge of on-line operating procedures, codes and abbreviations. Knowledge of the operating characteristics, capabilities and limitations of large mainframe computers and related equipment for a large, multi-mainframe, multi-platform site. Knowledge of principles, practices, terminology, and trends in data services. Knowledge of modern digital PABX systems, electronic key telephone systems, trunking, leased transmission facilities, mainframe computer networking, LANs, WANs, and network management.

Ability to administer and manage multiple technical programs and projects simultaneously.

Ability to conduct needs assessments. Ability to establish and control work flow of projects through completion. Ability to plan, schedule and coordinate subordinate staff. Ability to develop and maintain procedures and policies. Ability to interpret user's needs and requests. Ability to set differing priorities in the establishment and adjustment of time schedules. Ability to work under, and adjust to, the time constraints and strict schedules. Ability to work with technical personnel to debug test programs and network problems. Ability to provide technical supervision and training of subordinate staff. Ability to communicate effectively, both orally and in writing. Ability to establish and maintain effective working relationships.

Strong project and personnel management skills. Working knowledge of GIS and spatial data structures in an ESRI software environment. Working knowledge integrating relational database products with spatial data.

MINIMUM QUALIFICATIONS

Bachelor's degree in Information Systems, Business Administration, or related field, and two (2) years of progressively responsible experience managing computer systems staff, services and/or operations.

A comparable amount of experience, training and education may substitute for the minimum qualifications.

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Land Information Systems

Bachelor's degree in Information Systems, Geography or related field, and two (2) years GIS project management experience including personnel management of technical staff involved in system analysis, database design and development, data conversion and integration.

A comparable amount of experience, training and education may substitute for the minimum qualifications.

ADA REQUIREMENTS

Physical Demands: Sedentary work. Ability to see, talk; finger dexterity.

Environmental Demands: Inside work.

Mental Demands: Ability to read and comprehend professional manuals, legal documents, ordinances, statutes; instructions, reports, abstracts, financial reports, letters, and summaries. Ability to write reports, evaluations, summaries, letters, financial reports, procedures, and policies. Ability to perform general mathematical functions. Ability to speak publicly and extemporaneously; conversant in policies, techniques and procedures of discipline. Ability to analyze data and develop conclusions. Ability to identify and resolve problems.

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