



Assistant Director of Technology Services

DEPARTMENT: TECHNOLOGY SERVICES

GRADE 52

CHARACTERISTICS OF THE CLASS:

Under the direction of the Technology Services Director, the Assistant Director will lead in the development and management of the City's (including Charter Schools) system infrastructure and communications technology and provide the most efficient support for current operations and future information technology (IT) needs.

EXAMPLES OF ESSENTIAL FUNCTIONS:

- Assist in managing day to day IT operations as well as employees within the IT department to assure that issues are being attended to in a timely manner.
- Assist in the process of developing and implementing IT systems for maximum efficiency and effectiveness.
- Establish and maintain close working relationships with all departments.
- Explore long and short term strategies for operational needs.
- Participate in user committees; Assist in feasibility studies, systems design and formulation of recommendations on systems projects.
- Track industry standards and provide benchmarking information to assist with decision-making.
- Manage vendor support.
- Assist in budget management as well as staff hiring, training, and supervision.
- Plan and manage the delivery of high quality information systems services to the City (including Charter Schools) in the most efficient manner and modify/improve infrastructure as needed to give maximum support.
- Assist in overseeing the network management, including wide area, local area, and remote access capabilities.
- Oversee timely handover of new services/resource from IT teams to functional areas
- Help develop system with provision for continuity of operations during any disaster recovery or other emergency situations.
- Thorough knowledge of applicable City (including Charter Schools) and departmental policies and procedures.
- Maintain an open line of communication with Management.

- Maintain a positive and professional demeanor during all interactions with guest, employee, and vendors.
- Ability to accept performance feedback in a professional manner.
- Other duties as assigned as appropriate including but not limited to assuming responsibilities of the Director of Technology Services Department in his/her absence

NOTE:

The examples of essential functions as listed in this class specification are not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude Management from assigning specific duties not listed herein if such functions are a logical assignment to the position.

REQUIREMENTS:

A. Training and Experience:

Bachelor's Degree in any field, (Master's degree preferred) supplemented by 10 years of experience in IT Management, (preferred); at least 5 years of Information Technology experience in a technical, business, or governmental environment.

B. Knowledge, Abilities and Skills:

- Five or more years' experience managing a large IT department, preferably in a multisite environment.
- Excellent analytic and management skills.
- Proficiency in latest technology for IT systems and management.
- Ability to read, write, speak and understand the English language.
- Ability to maintain composure in a potentially stressful environment.
- Ability to successfully interact with all levels of team members and management.
- Flexibility to work varied shifts, including weekends and holidays.
- Excellent verbal and written communication skills.

C. Physical Requirements: 1

D. Environmental Requirements: 1

E. Sensory Requirements: 8, 9