



CLASSIFICATION NO. 710
Established: 3/03
Revised: 12/07, 3/23
Revised Title: 10/19
FLSA: Exempt
EEO: 1

DEPUTY DIRECTOR, TECHNOLOGY SERVICES

CLASS CHARACTERISTICS

Under administrative direction, to organize, direct and manage technical, administrative and program operations for the Technology Services Department; to provide highly responsible and complex administrative support to the Director of Technology Services for the County; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Department of Technology Services provides information technology services to County Departments and other public and private agencies.

The Deputy Director, Technology Services assumes full management responsibility for all assigned central Technology Services activities, supervising the full range of functional, technical, and administrative responsibilities on behalf of the Director of Technology Services. Major accountability areas consist of technical and business operations including project management, strategic initiatives, governance, budget, IT contracting, procurement, IT Security, continuance of operations, risk, and compliance and administrative functions. Functional oversight includes GIS, networking, computer operations, technical services (desktop PC's and servers), applications programming, security, ERP systems, WEB, call center, infrastructure management, fiber plant, and electronic services/communications. This position coordinates and facilitates strategic planning and program development among the various divisions in the department and has direct management responsibility for overall personnel matters, budget, funding, planning, legal/legislative issues, and annual work programs. This position is responsible for the daily technical operations of the Technology Services Department.

The Deputy Director, Technology Services is the second in command within the department and differs from the Technology Services Director in terms of final accountability, authority for the strategic direction of the department's mission, and the ultimate outcomes of department performance. This position also differs from other management positions in the department, which are used to supervise personnel and programs limited to one functional area.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Under the direction of the Technology Services Director, serves as the Department Deputy Director and acts as chief operational manager for all department resources; develops and recommends new and revised policies and technologies; establishes priorities and coordinates the preparation of the Department's strategic plans and long range and annual work programs; monitors division operations for compliance with appropriate statutes, rules,

regulations and ordinances; serves as the director in their absence.

2. Assists the department director in the administration of department programs; facilitates and coordinates revenue and resource sharing among various functional areas; manages designated projects including the coordination of staff, consultants, contracts, vendors and contractors.
3. Manages the development and control of annual and supplemental budgets; ensures division budget proposals are balanced with expected revenues and conform to department goals; coordinates fiscal operations with County Finance; monitors revenues and expenditures; prepares multi-year projections and budget plans in accordance with the goals of the Technology Services Director.
4. In collaboration with the Technology Services Director, develops, coordinates, and administers the County's information technology strategic plan, which includes all computing, data, software, systems operations, and voice, data, and video communication systems; assists in the development and implementation of goals; leads projects and works collaboratively to establish policies and strategies for the department and County-wide information technology projects.
5. Represents the department to public and private agencies and groups; makes technical presentations before commissions, boards and the public; responds to inquiries and complaints; assists the Technology Services Director in the preparation and delivery of presentations as required.
6. Manages customer relations for Technology Services; in collaboration with the Technology Services Director, develops, coordinates, and administers a technology governance model; solicits customer input to effectively review customer service value; makes recommendations and implements activities and initiatives to improve identified customer service levels and efficiencies in operations; responds to inquiries from County departments related to information systems, IT projects, contracted services and other IT related issues.
7. Coordinates and administers department-wide personnel activities; provides consultation and direction to all functional divisions on personnel issues such as discipline, grievances, staffing, recruitments, promotions, performance, and layoffs.
8. Serves as an advisor to the County on Technology Systems business and technology issues with an emphasis on maximizing efficiencies and streamlining countrywide operations; evaluates, assesses, and implements appropriate technologies, oversees migration and upgrade of systemwide programs and systems.
9. Coordinates the development of County Technical Strategic goals and standards; determines the overall technical needs of the County in respect to technology, reviews solutions with the division managers and recommends final technical standards, policies and strategies to the director.
10. Participates in the development, negotiation, and administration of contracts for professional services, software and hardware acquisition and subscriptions; prepares bid requests for services, equipment, and software; evaluates bids and participate in the selection of vendors; directs activities, manages relationships, and monitors performance of external consultants and vendors.

11. Oversees the security program for the County; leads staff in responding to emergencies that affect services; participates in the development, implementation, and maintenance of the Continuity of Operations Plan and Disaster Recovery for Technology Services; runs simulations on DR plans in Disaster Avoidance efforts; Facilitates a culture that manages change and responds to incidents effectively, emphasizing effective methodologies to identify root cause issues and mitigating risk; leads staff in the performance of duties related to Technology Services security, risk, privacy, and compliance.
12. Explains, justifies, and defends information technology programs, policies and activities; negotiates and resolves sensitive and controversial issues, prepares service, equipment and software bid request for very large systems and technology improvements; liaises with County Council as needed; writes specifications; evaluates bids and participates in the selection of vendors; monitors contractor and vendor performance.
13. Acts as the most senior manager in the department in overseeing the activities and results of functional division or section managers; facilitates staff training and development programs; promotes cooperative team efforts among staff with other county departments; motivates employees to provide quality service to citizens and other County departments. Provides County-wide technical support and guidance for all aspects of technology.
14. Assists in creating a positive and supportive work environment; enforces a safe workplace; establishes a culture of teamwork and communication; creates a workplace that promotes the organizational core values of service, professionalism, integrity, respect, individual accountability, and trust with each other and with customers; assists the Technology Services Director in the promotion of an environment that fosters equity and inclusion.

REQUIRED KNOWLEDGE AND SKILLS

Comprehensive Knowledge of: Principles, practices and techniques of computer science and information management; current technologies for all aspects of the Technology Services department, both as a technician and manager; principles and practices of management, including strategy formulation, program planning and project management, fiscal administration; principles and practices of staff development, training, and personnel management; advanced server platforms, wide and local area network technologies, virtualization technologies, operating systems, internet services, systems and application software, Cloud and hybrid platforms, voice and data communications systems and database administration principles, practices and applications of enterprise security practices and technical solutions; compliance requirements for security and licensing within the services provided by the County departments; techniques of systems analysis and programming of systems applications; business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership and coordination of people and resources; principles and practices for meeting quality standards for customer service and evaluating customer satisfaction through KPIs and metrics; contracting for information services including contract negotiations and performance monitoring.

Skill to: Communicate effectively, both orally and in writing; convey complex technical information to individuals at all levels of ability; Cooperatively and independently develop and implement program plans and goals, policies, procedures and standards; Manage projects and strategic initiatives, long and short-range plans to meet established goals; Prepare budgets,

generate revenues, and manage division within fiscal guidelines; Direct, guide, motivate and evaluate the work of supervisory, professional, technical and clerical staff; Establish and maintain results oriented effective working relationships with subordinates, department representatives, other County personnel and vendors; Actively listen and ask questions to clarify understanding, use logic and reasoning to identify and evaluate alternative solutions, conclusions and approaches to problems, identify complex problems and review related information to develop and evaluate different approaches and implement solutions, analyze and evaluate suitability of computer hardware and software with proven ability to summarize life cycle cost benefit summaries and risk analysis to accomplish County objectives; Monitor and assess performance of others to make improvements and take corrective action, use professional judgment and decision making to evaluate costs and benefits to potential solutions and choose the most appropriate one; Lead staff in responding to operational issues in emergency situations; Encourage and build trust, respect and cooperation among team members; Establish and maintain cooperative working relationships with individuals from diverse groups and backgrounds; Participate as a team member in leadership teams, committees and projects representing the services and interests of Technology Services.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of eight (8) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position. Advanced experience managing one or more of the core functional areas (infrastructure, applications/data, security) with demonstrated skills in project management.

Licenses/Certifications: None Required.

PRE-EMPLOYMENT REQUIREMENTS

Must successfully pass a criminal history check which may include national or state fingerprint records check.

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license and possess and maintain an acceptable driving record throughout the course of employment.