



CLASSIFICATION NO. 689
Established: 9/97
Revised: 12/07
Revised Title: 10/19
FLSA: Exempt
EEO: 2

TECHNOLOGY SERVICES MANAGER

CLASS CHARACTERISTICS

Under general direction, to plan, organize and direct personnel responsible for application development, operating systems software, data base administration, data and voice communications networks, two-way radio systems, microcomputer programming, computer room, system support and technical support activities, including internet and intranet applications and geographic information systems; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Technology Services Manager oversees one of the four Technology Services Department Divisions, including Administrative Support, Enterprise Services, Application Support, and Telecommunication Services, which provide computing, application development/administration, and computer generated products and services to County departments, other public and private agencies and the public.

The Technology Services Manager plans, manages and coordinates the installation, service, maintenance and support of computer and data communications hardware and software and radio equipment, as well as the administration of department and enterprise computer applications. The incumbent manages application development, project design and management, operating systems, data communications networks, data bases, programming, enterprise application administration and technical support activities for a variety of server-based and person-computer based information systems.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Develops, recommends and implements comprehensive standards, policies, procedures and manuals for assigned Technology Services Division; prepares and participates in the budgeting and long-range planning processes; recommends and implements division goals and objectives.
2. Analyzes, evaluates and selects new and modified hardware and software products; confers with vendors and customers to determine suitability of products and services and to identify areas where new or enhanced technology can support business needs; develops and implements long-term planning strategies for county information networks and computer systems; provides consultation and planning services to County departments and other agencies.
3. Coordinates the installation, service and maintenance of hardware, software and data and telecommunications lines associated with the data communications network, including

terminals, switches, personal computers, and printers, line drivers, protocol converters and other types of equipment.

4. Monitors the performance of programs within various computer systems; diagnoses and resolves hardware and software problems as they relate to operating systems, utility programs and data bases; provides technical information and support to Technology Services staff on the configuration and utilization of operating systems, data bases and data communications networks.
5. Hires and supervises professional, technical and supervisory staff and determines appropriate service and staffing levels; prepares performance evaluations; recommends and administers progressive discipline; conducts and/or facilitates staff training and development programs; promotes cooperative team efforts among staff and with other County departments; motivates employees to provide quality service to citizens.
6. May be responsible for Board and community presentations and leadership of various County-wide groups in relation to Information Technology.
7. Develop strategies, budgets, staffing and technology requirements for projects ranging from a department scope to enterprise application solutions; evaluates appropriate solution strategies based on functionality, cost, integration with existing systems, staff resources and ease of use for the end user.
8. Under direction, may represent the Department and County on regional or national technology advisory committees.
9. Prepares and submits FCC license applications and notices; monitors changes in the two-way radio industry and informs appropriate county officials of potential impact to operations or budget.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: Principles and practices of computer, data, and telecommunications systems administration, radio equipment; concepts, capabilities and components of current computer technology; principles and practices of data base technology, data modeling and data base design; applicable computer programming languages; application integration; data and telecommunications equipment, hardware and software; systems analysis and design.

Working knowledge of: Principles and practices of personnel management and participative management theories; principles of program planning and project management; principles and practices of budget development and administration; principles and practices of contract preparation, negotiation, and administration.

Skill to: Communicate effectively, both orally and in writing; formulate and implement operational and administrative policies; plan, develop and evaluate funding requirements; prepare and administer budgets; develop and present program plans and goals; plan and implement installations and maintenance of systems and applications software, data communication, and data processing equipment; identify, diagnose and resolve system hardware, software and application integration problems; review contracts for compliance with County policies and legal requirements; reason and think logically, analyze data, and prepare recommended course of action; hire, supervise, and discipline assigned staff; direct staff in continuous efforts to improve

quality, productivity and effectiveness; interpret and apply pertinent laws and regulations; establish and maintain effective working relationships with user representatives, County personnel and vendors.

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.

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.

Edited: 10/19