INFORMATION TECHNOLOGY SOLUTIONS MANAGER

FUNCTION OF THE JOB

Under direction of the Chief Information Officer, the Information Technology Solutions Manager oversees the application software support and development and database administration efforts including custom application and web development initiatives, database administration, imaging systems support and administration, and electronic records retention; functions as the web master for the County; performs responsible supervisory and advanced professional work in planning, managing, and directing the integration of Countywide automated application solutions; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Directs and coordinates a comprehensive program for the planning, implementation, and on-going support of County applications, packaged application suites, web pages and sites, and system interfaces for all County departments.
2. Leads or participates in multi-department collaborative decision making or problem process resolution related to systems selection/implementation.
3. Meets with County department heads and County stakeholders on a regular basis to ensure that the level of service expected by those customers is being provided.
4. Leads selection and implementation of appropriate solutions development tools required to ensure support and development efforts are properly structured, communicated and administered.
5. Conducts research and evaluation of emerging technologies in applications support and development to make appropriate recommendations and implements required changes.
6. Develops and designs technology vision and solutions plans for all County applications.
7. Develops the Information Technology budget alongside the Chief Information Officer for the coming year and during that year, administers costs and expenses against that budget.
8. Selects, assigns, evaluates, supervises, trains, and manages personnel.
9. Establishes and maintains effective working relationships with staff and other employees at all levels of the County, vendors, consultants, and the public.
10. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Thorough knowledge of project management and applications development methodologies (Agile, Waterfall, SDLC, etc.).
2. Thorough knowledge of modern principles and practices of information technologies.
3. Thorough knowledge of web management related principles and practices.
4. Thorough knowledge of database administration principles and practices.
5. Considerable knowledge of modern administrative, budgetary, managerial, and supervisory principles and practices.
6. Ability to gather, analyze, and evaluate data; maintain accurate and detailed records; and prepare comprehensive recommendations and reports.
7. Ability to analyze complex problems, procedures, and data and follow through to provide solutions.
8. Ability to coordinate and direct concurrent projects.
9. Ability to lead and/or participate in work groups; and to plan and manage projects.
10. Ability to plan, organize, and effectively carry out a variety of assignments and projects.

QUALIFICATIONS

Essential Knowledge and Abilities (continued)

11. Ability to initiate, develop, implement and administer policies, procedures, budgets, and strategic plans, and to evaluate their effectiveness.
12. Ability to communicate effectively, both orally and in writing, and to effectively present ideas, concepts, and recommendation.
13. Ability to plan, organize, assign, supervise, and review the work of others.
14. Ability to establish and maintain effective working relationships with staff and other employees at all levels of County government, vendors, consultants, and the public.
15. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.

Training and Experience

1. Graduation from a recognized college or university with a bachelor's degree in business or public administration, computer science, or a closely related field.
2. Four (4) years of progressively responsible professional work experience in the Information Technology field, two (2) years of which must be as a project manager or web master.
3. A master's degree in an area listed above may substitute for one (1) year of the work experience requirement.