DEPUTY DIRECTOR, INFORMATION SERVICES

DEFINITION: Under general direction, assists in the administration of daily operational activities of the Information Services Division. May help plan, organize, implement and oversee the County's technology plan and the improvement of information management; may manage the County's cybersecurity program; may provide direct, technical and functional supervision over clerical and technical staff as assigned and on a project-by-project basis.

ESSENTIAL JOB DUTIES: Promotes effective information management practices and procedures throughout the County; assists management in devising information technology solutions which address County business challenges and provide opportunities and solutions; pursues potential information technology partnerships with the private sector that benefit the Division through sharing of costs and risks; Provides ongoing guidance and advice to team members, technical and analytical staff, and users; may assign work to staff, reviews team members' work on a regular and as-needed basis; ensures adherence to Information Services standards and County policies; coordinates appropriate training for team members; monitors productivity and quality of work; Acts as liaison between and primary resource to vendors, technical support consultants and departments in the resolution of complex system and networking problems; initiates, coordinates, and implements appropriate and corrective measures; As assigned, acts as project manager/team leader in support of large, complex, and multi-functional Information Services initiatives; Provides the more complex technical assistance to departmental systems' users; coordinates and participates in the development and implementation of software documentation with program modifications; may provide technical orientation to newly hired department employees concerning the use of automated systems; Evaluates departmental user groups' needs for new and/or revised data systems and applications; identifies possible improvements in departmental information systems; makes recommendations, with background documentation, and coordinates purchase and/or modifications of hardware, software, and/or vendor services; Prepares project and/or baseline budget projections; assists in developing and monitoring Information Services budget; gathers data, researches alternative costs and fees, and coordinates information flow for budget tracking process. Conducts organizational, security, operational and procedural analyses to develop and write procedure manuals and operating policies; writes and/or modifies process documentation; Attends and conducts a variety of planning and project meetings; develops cost and time estimates; prepares progress/status reports, presentations, and other documentation; Work cooperatively with members of the Information Systems

staff as well as those contacted in the course of work in a spirit of collegiality, perform advanced analysis and design; work with statistical methods and procedures for keeping records; lead others in complex analysis and projects; maintain and operate hardware and software; Must have ability to stand, walk, kneel, crouch, crawl, stoop, squat, twist, climb, climb and descend stairs, sit for prolonged periods of time, use a telephone, and lift up to 50 pounds; must have ability to reach and lift above shoulder level; normal hearing and vision.

EMPLOYMENT STANDARDS

Characteristics: This is a single position class reporting to the Director of Information Services. The Deputy Director of Information Services job class recognizes a responsible level of administration and management within the Information Services Division. Incumbents within this job class assist with the planning, direction, and management of the County's information technology and systems support, activities, and functions. This classification assists with full functional responsibility for a major division which provides diverse, but related, programs in support of Countywide systems of computer hardware, software, networks, and related equipment.

Receives consistent supervision from the Director of Information Services within established laws, regulations, policy and overall guidelines. Exercises direct supervision over assigned professional, technical and clerical personnel.

Education and Experience: Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science, information systems, telecommunications management, business administration, public administration or a related field and at least six (6) years of progressively responsible experience in the field of Information Services, including at least four (4) years of supervisory/management responsibility.

Must have knowledge of principles and practices of public administration, management and supervision; goals and objectives of government services; operational and project budgeting; report writing and presentation techniques; development, management and use of information technology resources; cybersecurity principles and practices; standard and usual computer and network hardware; design and operations of a variety of common applications software such as Microsoft word processing, spreadsheet and database products; principles and concepts of information systems analysis and design including structured computer programming and data communications, security techniques, back-up, recovery, and maintenance procedures; procedures and practices for creating and modifying user policy and documentation.

Special requirements: Must possess a valid California driver's license; must successfully complete a California Department of Justice "Criminal Justice System Employee" background check prior to employment.