

**JOB DESCRIPTION**  
**Director of Information Systems**  
**Code Number: 02011**

**GENERAL PURPOSE**

Under policy direction, plans, organizes and directs the activities of the Information Systems department in providing sophisticated, comprehensive District-wide information technology programs and services to support the achievement of District mission and strategies; provides expert professional assistance and guidance to District management on technology strategy, long-term technology initiatives and investments and uses of technology to solve operational needs and problems; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

This single position class is responsible for managing and integrating broad, comprehensive information systems and technology programs and services for the District, including business systems applications, engineering support and technical operating systems, networking and data communications systems and technology. The incumbent exercises leadership in formulating technology strategy and establishing long-term technology direction for the District. Assignments are broad in scope and allow for a high degree of administrative discretion in their execution.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

Plans, organizes, controls, integrates and evaluates the work of the Information Systems department; with subordinate managers, develops, implements and monitors long-term plans, goals and objectives focused on achieving the department's mission and assigned priorities; participates in the development of and monitors performance against the department's annual budget and the District's computer hardware and software budget; manages and directs the

development, implementation and evaluation of plans, policies, systems and procedures to achieve annual goals, objectives and work standards.

Plans and evaluates the performance of managers and their assigned staffs; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's personnel rules, policies and labor contract provisions.

Provides leadership and works with division managers to develop and retain highly competent, customer service-oriented staff through selection, compensation, training and day-to-day management practices that support the District's mission, strategic plan, objectives and values.

Develops and directs the implementation of goals, objectives, policies and standards for the Information Systems department; provides professional assistance to District management on technology, information systems, computer operations and support and related matters; provides comprehensive computer processing and technology support services and solves a broad range of complex computer technology-based problems; directs the preparation of budgets for all District investments in computer hardware and software and for computer training courses; approves the purchase of all standard hardware and software items.

Monitors industry hardware and software trends; evaluates the uses of emerging technology in meeting long-term District business and operating strategies; directs the study of new technology to determine its utility, consistency with department technology standards, relevance for meeting District business and operational requirements and expected return on investment; recommends and establishes long range technology direction and strategies; establishes hardware and software standards for general use.

Provides and directs the delivery of internal consulting services on computer technology issues; works with District executives and managers to evaluate current and anticipated information systems and technology requirements and examines the feasibility of alternative conceptual approaches to meeting such requirements; works with executives to prioritize applications development and technology upgrade requests; recommends approaches and action plans that will produce maximum return on District technology investments; promotes the uses of sound technology.

Develops and reviews reports of findings, alternatives and recommendations involving a broad range of complex technology and information system support issues; makes presentations to District management and others on technology projects and department operations; monitors developments related to information technology and evaluates their impact on District operations and programs; recommends policy and procedural improvements.

Directs through subordinate managers the delivery of systems development, network, computer operations and support services to all departments, including the installation and maintenance of networks to outside entities; directs the development, enhancement, quality assurance testing and installation of new applications and systems upgrades and the installation, implementation and conversion to new programs and hardware; directs user training on new applications; ensures that department documentation standards are met.

Directs through subordinate managers the development and maintenance of specialized real-time systems for a variety of District operational and support services; directs the maintenance of major databases and various data repositories.

Directs through subordinate managers the maintenance, administration and upgrade of District data and voice communication networks; ensures that network architectures meet department standards and District operational requirements; directs the establishment of data standards, data ownership and data access and security measures; directs the selection, configuration and maintenance of network servers and other equipment.

Directs through subordinate managers the operation of the District computer center; monitors to ensure that established system reliability, backup and recovery standards are met; evaluates and recommends major hardware upgrades; directs the provision of user support services, including hardware and software repair and maintenance, help desk services and user training.

Represents the District on technical advisory committees.

Prepares and reviews statistical reports and technical publications; directs the maintenance of department files and records.

Performs related duties as assigned.

## **BALDRIGE RELATED DUTIES**

Applies Malcolm Baldrige principles in the deployment of branch and department business plans, processes and performance measures, ensuring that they align with District's Strategies and Operational Plans.

Participates in organizational performance assessments and the system of continuous improvements and effectively integrates and evaluates the linkages between the District's key value creation and support processes and related key performance indices.

Ensures effectiveness of the business processes undertaken by the division, department, or branch.

Defines customer service segments being served and establishes processes to obtain feedback to improve performance.

Develops, maintains, and utilizes departmental performance indicators in making decisions; establishes performance criteria for assigned staff; ensures a thorough understanding of the Strategic Planning Cycle with each individual's responsibility associated with the cycle.

The incumbent, while exercising his/her authority, shall abide by and promote the District's values and beliefs and adhere to the District's ethics policy.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Knowledge of:**

Principles, practices and techniques of information systems management, including applications design, hardware and software options for business, engineering and operations applications and the cost-benefit of systems alternatives; operating principles, parameters, methods, practices and limitations of mid-range computers, PCs, related peripheral equipment and networks; principles and practices of database design and administration; methods and techniques of project management as applied to computer systems development and installation; systems analysis methods and techniques; methods and techniques applicable to long-range and strategic technology planning; District operations and functions and associated information systems and technology issues; principles and practices of public administration, including budgeting, purchasing and maintenance of public records; research methods and statistical analysis techniques; organization and functions of a public board; principles and practices of effective management and supervision; the District's personnel rules, policies and

labor contract provisions; project management; organization development; internal marketing; organization and functions of a public board.

**Ability to:**

Plan, organize, integrate and manage systems development, administration and computer operations programs and services; identify information management issues and opportunities, analyze problems and make sound recommendations on complex management and administrative issues; assess user department technology requirements, set priorities and allocate resources to most effectively meet needs in a timely manner; evaluate programs and make recommendations for improvement; evaluate complex technology and strategies and make sound, prudent recommendations that maximize return on investment; understand, interpret, explain and apply District, state, and federal policy, law, regulation and court decisions applicable to areas of responsibility; present proposals and recommendations clearly and logically in public meetings; represent the District effectively in meetings on a variety of technology issues; prepare clear, concise and comprehensive correspondence, reports, studies and other written materials; exercise sound, expert independent judgment within general policy guidelines; establish and maintain effective working relationships with all levels of District management, other governmental officials, employees, vendors and the public; exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.

**Baldrige Based Knowledge and Abilities**

**Knowledge of:**

The Core Values, Concepts, and Framework of the Malcolm Baldrige National Quality Criteria, including the principles of management by fact, and organizational and personal learning; the means of developing alignment between strategic goals and individual performance standards; practices of process mapping (control); practices of structured problem solving; the Strategic Planning Cycle and the various responsibilities within that cycle.

**Ability to:**

Develop a systems perspective for managing department operations and its key processes to achieve results; to use the seven Baldrige Categories and the Core Values as building blocks for department operations; define and explain key processes and business requirements within the department; develop and deploy strategic plan elements and key performance measures consistent with District goals; develop and maintain continuous improvement

in all areas of operations; develop and monitor performance standards for all divisions within the department; ensure department goals and objectives are aligned with other departments, branches, and the District as a whole; track and monitor department performance; and make sound decisions based on departmental performance indicators.

### **Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from an accredited college or university with a bachelor's degree in management information systems, computer science, business administration, or a closely related field; and at least ten years of progressively responsible information systems experience, at least five of which were in a management capacity; or an equivalent combination of training and experience. Experience in a governmental setting is preferred. A master's degree in business administration is desired, but not required.

## **PHYSICAL AND MENTAL DEMANDS**

*The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### **Physical Demands**

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person, in meetings and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. The employee is frequently required to walk and stand.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **Mental Demands**

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive deadlines

and interact with District management, staff, officials of other governmental agencies, vendors and the public.

## **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The employee works under typical office conditions, and the noise level is usually quiet.

**FLSA DETERMINATION:** Meets executive exemption from overtime.