

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Assistant Information Technology Director	Job Family: 2
General Classification: Management	Job Grade: 46

Definition: Under the general direction of the Information Technology Director/Chief Information Officer (CIO), plans, organizes, and directs functions and services of the Information Technology (IT) Department. This position is responsible for overseeing a wide variety of IT programs, evaluating their effectiveness, implementing appropriate changes, and maintaining IT processes, procedures, and standards to achieve department goals and objectives. The Assistant IT Director is expected to assist the IT Director/CIO in developing and implementing the overall strategic information management strategic plan; oversees new technology exploration areas as part of the strategic plan; identifies issues, and works independently, or with other staff, to develop options and recommend solutions. Provides Citywide leadership and advice on technology issues to meet the needs of the City and operating departments. Acts on behalf of the IT Director/CIO in the Director's absence.

Distinguishing Characteristics: The Assistant IT Director position is distinguished from division manager positions in that the Assistant IT Director will take a lead role in overall department administration and support functions and the formulation of the department's overall goals and objectives, budget/capital improvement and personnel training and evaluation programs. The incumbent operates with a broad range of independence within policy parameters and works under minimal direction, following general guidelines or professional and administrative standards. The Assistant Director receives general direction from the IT Director/CIO and exercises direct and indirect supervision over IT division managers.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Plans, prioritizes, and manages the day-to-day operations of the IT Department, including design of network and systems architecture and configurations, system acquisition, installation, and servicing plans; hardware and software requirements and usage; and security and disaster recovery plans.
2. In cooperation with the IT Director/CIO, contributes to the development and implementation of goals, objectives, policies, and procedures to provide effective and efficient information technology standards and protocols for the City.
3. Assists and participates developing and administering a comprehensive long-term strategic plan to support the delivery of high-quality and necessary information technology systems and services for the City.

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4. Evaluates current systems and services; and develops performance metrics, quality standards, and reporting of the IT functions against established and agreed-upon performance goals.
5. Oversees technical and automated systems within the City, including prioritizing applications development or enhancement requests, hardware and software standards, and equipment acquisition and replacement.
6. Manages, directs, and organizes the work of various division staff and other resources of each division; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; and directs the implementation of changes.
7. Recommends the appointment of personnel; participates in the hiring, training, supervision, motivation, and evaluation of department staff; sustains a culture of personal and collective accountability within divisions, monitors performance; and provides feedback and coaching to employees.
8. Develops and implements strategic directions for the IT Department aligned with the City's and IT Department's visions, goals, and objectives; and conducts an assessment of existing technology infrastructure and existing technical support models to ensure they support department goals.
9. Assists in the ongoing development and implementation of the City Disaster Recovery/Business Continuity Plan; provides input into planning activities, and participates in disaster recovery scenario testing and training.
10. Oversees physical and cyber security and information management implementation and operation.
11. Maintains familiarity with developing technologies and their appropriate application to meet the needs of the City.
12. Assists and participates in the development and administration of the department operating capital development budgets; assists in the forecast of funds needed for staffing, equipment, materials, and supplies; and reviews expenditures and requests budgetary adjustments as appropriate and necessary.
13. Administers and monitors vendor contracts to ensure compliance with performance measurements, timelines, and budget.

14. Participates and represents the City of Mountain View at external group meetings and IT associations on behalf of the IT Department, as appropriate.
15. Prepares and presents written and oral presentations at internal and external meetings, including City Council meetings.
16. Participates as part of the City's Emergency Operations Center when activated.
17. Perform other related duties as assigned.

Minimum Qualifications:

Knowledge of: Principles and practices of current information technology systems and administration; principles and applications of information technology tools, including planning and development of information and telecommunication systems applicable to municipal government and similar service-based organizations; systems analysis and development principles, practices, methods, and techniques; functions and operation of various database management systems; basic systems, architecture, and integration constructs; network and computer operating systems; current and developing technologies and their appropriate application and use; telecommunications applications in various situations; approaches to network and data security; contracts and contract negotiations; principles of IT management and standard IT principles and practices; business process analysis or reengineering an appropriate application of technology as a solution to operation/process issues; project management concepts and tools; program budgeting; contract negotiation, maintenance, and oversight; vendor management and bid processes; effective leadership and principles and practices of supervision, training, and employee evaluation; safe work practices and procedures and applicable laws and regulations governing job safety and the work environment; policy development and implementation; team-building and developing effective customer service; correct English usage, including grammar, spelling, and punctuation; report and letter writing; principles of business correspondence and report writing; customer service techniques; current trends and developments in the field of computer technology; modern office procedures, methods, and computer equipment; budgeting, accounting, and purchasing processes and principles of business mathematics; and effective methods of record-keeping.

Ability to: Manage and direct a comprehensive information technology program; develop and administer department goals, objectives, and procedures; analyze and assess programs, policies, and operational needs, and make appropriate decisions and adjustments; manage complex projects that include the analysis, design, development, and implementation of applications, security, and hardware infrastructure; analyze and plan for future information technology requirements; research, analyze, and evaluate new service delivery methods and techniques; apply executive-level organizational leadership and

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management skills, including those related to communication, collaboration, strategic planning, problem-solving, and planning and prioritizing; read, interpret, and apply complex technical information; explain technical information to nontechnical individuals; exercise sound judgment within established programs and procedural guidelines; manage multiple projects simultaneously and be sensitive to deadlines and changing priorities; negotiate contracts with and coordinate consultants and vendors; work independently under minimal supervision; prioritize workload of self, staff, and the division; clearly present information regarding complex issues, programs, and policies for a variety of audiences; develop, prepare, and administer a budget; express ideas effectively in writing and oral communications; establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training Guidelines: A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

Bachelor's degree in computer science, information technology management, or a closely related field and five years of full-time experience planning, developing, implementing, and maintaining information technology programs and projects in the private or public sector. Three years of supervisory experience are required.

Required Licenses or Certificates: Possession of or ability to obtain a Class C California Driver License.

Working Conditions: This position may be required to work extended or irregular hours for critical issues. May need to be available for contact after regular business hours.

Established: March 2022

Revised:

HRD/CLASS SPECS

Assistant Information Technology Director