

ASSISTANT DIRECTOR OF INFORMATION TECHNOLOGY AND FACILITIES

DEFINITION

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Information Technology (IT) and Facilities Department; coordinates assigned activities with other Santa Clara County Housing Authority (Agency) departments, officials, outside agencies, and the public; fosters cooperative working relationships among Agency departments and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional assistance to the Deputy Executive Director in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Deputy Executive Director. Exercises general direction and supervision over management, supervisory, professional, technical, and administrative support staff, through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a senior management classification that oversees, directs, and participates in all activities of the Information Technology and Facilities Department, including short- and long-term planning and development and administration of departmental policies, procedures, and services. This class provides assistance to the Deputy Executive Director in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, Agency functions and activities, and the ability to develop, oversee, and implement the Agency's information technology and facilities operations and maintenance programs. Responsibilities include coordinating the activities of the department(s) with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering Agency goals and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assumes full management responsibility for all programs, services, and activities within the IT and Facilities Department including administration and oversight of the Agency's technology needs and systems; administers and oversees all facilities operations and maintenance functions and activities for Agency (owned or leased) office properties.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within Agency policy, appropriate budget, service, and staffing levels.
- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and Agency needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Plans and directs all aspects of the Agency's information technology infrastructure and oversees implementation and maintenance of enterprise-wide tools and ensures scalability and accessibility of applications and services.
- Provides analytical support to the Agency-wide technology programs in diverse capacities ranging from highly complex user support, to technology system development, implementation and administration.
- Oversees all office space planning, internal staff relocations, and office/cubicle set-up; Serves as Co-Chair of the Agency's Emergency Response Team.

- Provides technical consultation and guidance to staff members on the resolution of complex user issues; works with staff to ensure that status updates, recommended solutions, cost impacts, and anticipated date of resolution are submitted to clients in a timely manner. Regularly reviews the effectiveness of the department's processes, systems and policies and develops actionable and targeted change plans as necessary.
- Provides oversight of facilities maintenance and services for Agency (owned or leased) office properties; oversees staff responsible for work order and invoice approval systems, oversees on-site inspections to ensure Agency buildings, facilities, and grounds are maintained in a safe and effective working condition and provide the highest level of safety for Agency staff, and public use.
- Oversees the development of consultant requests for proposals for information technology and facilities maintenance services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to ensure policy compliance; determines Agency needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Represents the department to other Agency departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies and procedures as appropriate.
- Manages the development, implementation and monitoring of strategic goals, objectives, and priorities through the IT Governance Committee to optimize IT efficiency and effectiveness
- Attends executive management and senior management meetings; provides staff support to assigned boards and commissions; attends and participates in professional group meetings and participates on a variety of boards, commissions, and committees; stays abreast of new trends and innovations in the fields of information technology and facilities management, and prepares and presents staff reports and other necessary correspondence.
- Monitors changes in laws, regulations, and technology that may affect Agency or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Deputy Executive Director.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Maintains and directs the maintenance of working and official departmental files.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

A bachelor's degree from an accredited four-year college or university with major coursework in computer science, business or public administration, or a closely related field; and seven (7) years of progressively responsible experience in information technology management and five (5) years of supervisory experience. Master's degree preferred.

Licenses and Certifications:

Possession of or the ability to obtain and retain a valid California Driver License and a driving record acceptable to the Agency.

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Budget development, contract administration, Agency-wide administrative practices, and general principles of risk management related to the functions of the assigned area.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of information technology infrastructure.
- Principles and practices of facilities maintenance and repair program development and administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.

- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Technical, legal, financial, and public relations problems associated with the management of assigned programs.
- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the Agency in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the department and the Agency.
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Organize, implement, and direct facilities maintenance and operations activities.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer a variety of administrative programs and activities.
- Conduct effective negotiations and effectively represent the Agency and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Agency and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.