



**Position Description**

<b>Position Title:</b>	Assistant Director of Information Technology and Systems	<b>Department:</b>	Administration
<b>Reports to:</b>	Director of Administrative Services	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Exempt	<b>Date Created:</b>	June 2019
<b>Representation Status:</b>	Unrepresented	<b>Date Revised:</b>	September 6, 2023

**Summary**

The primary purpose of this position is to develop, implement and advance technology strategies for the Santa Clara County Housing Authority (Agency). This position will plan, organize, manage, and provide administrative direction and oversight for all functions and activities of the Information Technology and Information Systems Unit (IT/IS). The incumbent will coordinate assigned activities with internal departments, officials, outside agencies, and the public, foster cooperative working relationships among departments and with intergovernmental and regulatory agencies along with various public and private groups and provides highly responsible and complex professional assistance to the Director of Administrative Services in areas of expertise.

The essential duties and responsibilities listed below support the Santa Clara County Housing Authority’s (“SCCHA”) mission, strategic goals, and objectives.

**Essential Duties and Responsibilities**

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Provides administration and oversight of the Agency’s technology needs, systems and network operations including full management responsibility for all IT/IS programs, services, and activities.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes department’s budget, and forecasts budgetary needs for equipment, materials, supplies, service, staffing levels, and business application capacity needs for future growth requirements for databases, end-user populations, and application development.
- Oversees department staff, program priorities, systems and networks related to the Agency’s Local Area Network (LAN), Wide Area Network (WAN), Virtual Private Network (VPN), Wi-Fi, telecommunications, printers and servers; ensures network support for the Agency’s residential wireless network; administers operating systems at remote sites; identifies training needs based on the Agency’s technology strategy; and ensures that detailed training plans, standard operating procedures and other materials are in place for all applications.
- 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 and directs the implementation of change.
- Plans and directs all aspects of the Agency’s information technology infrastructure, oversees implementation and maintenance of enterprise-wide tools, and ensures scalability and accessibility of applications and services.

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- Establishes strategies, plans and directs implementation projects that include software applications, reporting and database operations, and oversees project teams to ensure timely, efficient and effective implementation of projects that meet deadlines, standards and cost targets.
- Implements network security procedures to ensure protection of the Agency's resources and appropriate access to computer data; maintains data security and information confidentiality in accordance with legal requirements; protects database confidentiality and integrity through system access and user levels of access.
- Collaborates with other departments to ensure long-term data needs are met and requests are being fulfilled in a timely manner; proactively seeks out opportunities to provide useful data metrics to department leaders; provides external partners with data as requested.
- Assists with key objectives of Digital Inclusion programming; researches and provides recommendations of Digital Inclusion efforts throughout the Agency.
- Oversees the Agency's business application portfolio; meets with stakeholders to gather and analyze requirements and provides feedback on how they impact system performance.
- Oversees the planning, testing, execution, and documentation of application updates, and new releases; ensures minimal interruption to users' activities and performs data migration tasks.
- Assesses performance and reliability of business applications by monitoring availability and response time; detects problems and identifies inefficient use of resources; provides guidance to IT/IS staff and/or third-party service providers to resolve application performance issues and streamline workflows.
- Directs the configuration and support of business applications either directly or through contracted third-party service providers; liaises with vendors and contractors who provide professional and technical support to business applications regarding bug fixes, new releases, and updates.
- 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.
- 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.
- Assists with developing consultant requests for quotes and proposals for information technology services and bid processes; evaluates proposals and recommends project award; determines Agency needs and requirements for contractual services; assists with contract negotiation.
- 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 to optimize IT/IS efficiency and effectiveness.
- Prepares and presents clear and concise reports, correspondence, policies, procedures, and other written materials; researches, analyzes, and evaluates new service delivery methods, procedures, and techniques.

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- Conducts research, evaluates alternatives, makes sound recommendations, and prepares effective reports including staff and Board reports.
- 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.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Establishes and maintains a variety of filing, record-keeping, and tracking systems.
- Establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.
- Organizes and prioritizes a variety of projects and tasks in an effective and timely manner; organizes own work, sets priorities for self and others, and meets critical timelines/deadlines.
- Uses tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

## QUALIFICATIONS

### Education and/or Experience

*Any equivalent combination of education and/or experience likely to provide the required core competencies may be considered. A typical combination that is qualifying may include:*

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 five (5) years of increasingly responsible experience in information technology management or related field with three (3) years in a supervisory capacity.

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.

### Core Competencies

*This position requires the incumbent to exhibit the following behaviors, knowledge, skills and abilities:*

**Advancing Inclusivity and Leveraging Diversity:** Works to create a culture of inclusivity where individuals of diverse cultures, demographics, interpersonal styles, abilities, motivations or backgrounds are and feel valued for their unique perspective and talent; inspires and makes the most effective use of the capabilities, insights and ideas of all individuals.

**Commitment:** Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

**Customer/Client Service:** Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors, and measures the needs of both internal and external customers; talks and acts with customers in mind. Values and recognizes work colleagues as customers.

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**Effective Communication:** Ensures important information is clear, concise and organized to be passed to those who need to know verbally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others. Actively listens and understands the audience to adapt messages appropriately. Applies knowledge of methods and techniques for the development of effective presentations, business correspondence, and information distribution based on audience needs.

**Initiative:** Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

**Integrity:** Exhibits honesty with oneself, coworkers, and customers. Stands up for what is fair, honest, ethical, and morally right even, in the face of opposition.

**Job Knowledge and Skill:** Exhibits requisite knowledge, skills, and abilities to perform the position effectively including principles and practices of public policy, budget development, information technology infrastructure and systems, contract administration, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations as they apply to the assigned position. Uses appropriate judgment & decision making in accordance with level of responsibility; and researches and reports on various topics using a broad range of methods, techniques, and procedures.

**Judgement & Decision Making:** Exhibits sound reasoning and critical thinking skills by making decisions in line with established Agency expectations. Make decisions in compliance with the law and Agency policies and subordinate personal interests and views while representing the Agency acting in an official capacity.

**Strategic Capability and Leadership:** Serves as a role model to others by keeping the agency's mission, vision and values at the forefront of decision making and action; applies administrative and leadership principles and practices to work, including strategic goal setting and program and policy development, implementation, and evaluation; supports a culture of professional employee development through mentoring and coaching; provides direction by effectively setting course of action for department, direct reports, and team members.

**Supervising and Managing Team Success:** Operates effectively within the agency and monitors, supervises and manages, people, resources and risk. Has knowledge of and ability to apply principles and practices of workforce management and employee supervision in the analysis and evaluation of projects, programs, policies, procedures, and operational needs; monitors people and program performance by providing regular feedback and reinforcement to direct reports and team members.

**Responsiveness and Accountability:** Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

**Teamwork:** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

**Technical Skills:** Exhibits requisite knowledge, skills and ability to perform duties using computers and peripheral equipment, and software skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn computer software programs as required by assigned tasks.

### Work Environment/Physical Demands

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances; however, this class may be performed in an



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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. 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, virtually 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.

**Read and Acknowledged**

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**Employee Signature** \_\_\_\_\_  
**Date**

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**Employee Name [printed]**