Assistant Director Information Technology Systems and Database	Class Code: 1628
	Work Days: 225

GENERAL PURPOSE

Manage, plan, organize, and supervise systems and database services within the Information Technology Division; coordinate assigned activities with other divisions and outside agencies; and provide assistance to higher level management staff.

SUPERVISION RECEIVED AND EXERCISED

1. Receives general supervision from higher level management staff.

2. Exercises direct supervision over management staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work being performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. Recommend and assist in the implementation of goals, objectives, and strategic plan; establish schedules and methods for providing specialized services; and implement policies and procedures.

2. Manage, plan, organize, and supervise systems and database services within the Information Technology Division.

3. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures and recommend, within division policy, appropriate service and staffing levels.

4. Review, investigate, and evaluate new technologies for current and future needs; ensure that all technologies comply with OCDE standards and strategic direction.

5. Select, train, plan the work of, supervise, and evaluate staff; provide coaching to employees; collaborate on goal development; set clear expectations; provide constructive feedback; assist in improvement as needed; and check in regularly for understanding.

6. Develop and maintain project schedules; and plan, organize, coordinate, schedule, and track project tasks and milestones.

7. Conduct meetings with customers and transform requirements into effective applications.

8. Attend and participate in professional group meetings; stay abreast of trends and innovations.

9. Generate documentation for staff and training.

10. Resolve difficult and complex system and database problems through on-site analysis and effective utilization of technical staff, coordination with other information technology staff, and use of vendor contracts.

11. Contact vendors for solutions, technical references, and/or services required for systems expansion and maintenance.

12. Keep up-to-date on system and database technologies, as well as methodologies, and attend training classes as necessary.

13. Provide detailed design and specification documentation for all systems and databases.

14. Evaluate existing systems to determine effectiveness and suggest changes to meet organizational requirements.

15. Maintain and upgrade all Storage Area Networks to include installation, configuration, upgrades, and performance monitoring.

16. Prepare, oversee, and coordinate database designs.

17. Install and configure servers to meet functional specifications.

18. Provide enterprise support for all operating systems, such as Microsoft Windows.

19. Administer and maintain an enterprise-wide backup solution of systems and databases.

20. Resolve issues and restore service following system failures and outages.

21. Perform ongoing hardware, databases, and software maintenance operations and upgrades.

22. Develop and maintain system naming conventions.

23. Verify stability, interoperability, portability, security, or scalability of system architecture.

24. Install, research, test, and verify the proper functioning of software patches and fixes.

25. Create and enforce database standards and procedures.

26. Create and enforce system and database security standards.

27. Provide assistance to school districts, other divisions, and departments on system upgrades and replacement.

28. Perform related duties similar to the above in scope and function as required.

29. Demonstrate attendance sufficient to complete the duties of the position as required.

QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)

Knowledge of:

1. Principles, practices, methods, and techniques of information systems project management.

2. Principles and practices of program development and administration.

3. Principles and practices of budget preparation and administration.

4. Procedures, methods, and techniques of project and workflow management and organization.

5. Principles of effective supervision, leadership, training, coaching, and performance evaluation.

6. Pertinent federal, state, and local laws, codes, and regulations.

7. Principles and practices of systems and database architecture, security and analysis.

8. Methods and techniques used to design, develop, test, and deploy systems and databases.

9. Methods and techniques of evaluating business requirements and developing information systems solutions.

10. Operating systems such as Microsoft Windows.

11. Database Management Systems such as MS SQL Server.

12. Email Messaging Solution such as MS Exchange.

13. Hardware virtualization solutions such as VMWare or Hyper-V

14. Application Delivery and Load Balancing systems such as F5.

15. Data backup and archiving solutions.

16. Security/data privacy best practices.

17. Business continuity solutions and best practices.

18. Performance tuning and database troubleshooting.

19. Database design and support.

20. Replication and data partitioning techniques.

21. Query optimization, database indexes, and schema design.

22. Upgrade and patch processes.

23. Storage Area Network devices.

Ability and Skill to:

1. Select, train, lead, coach, direct the work of, supervise, and evaluate management, supervisory, professional, and technical employees; and effectively delegate authority and responsibility.

2. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.

3. Effectively adapt and adjust program services to meet changing priorities and customer-specific needs.

4. Interpret and apply federal, state, and local laws, codes, and regulations.

5. Provide project oversight and support and manage multiple projects and requests.

6. Establish and maintain effective working relationships with various constituencies.

7. Prepare clear and concise correspondence, reports, and other written materials.

8. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

9. Communicate clearly and concisely, both orally and in writing, in English; and present information effectively in front of both large and small groups.

10. Manage multiple large-scale complex projects.

11. Learn core business concepts and understand how to implement changes and their impact on the application and related business units.

12. Research and evaluate new technology in the assigned area of responsibility.

13. Prepare and administer program budgets.

14. Research, analyze, and evaluate new service delivery methods and techniques.

15. Design, configure, and test system hardware and software problems.

16. Serve as project manager on extensive system and database projects.

17. Troubleshoot highly complex hardware and software and articulate solutions.

Education, Training, and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is a bachelor's degree in a computer-related field and five (5) years of experience in the areas of software, operating systems, systems hardware, data storage solutions, business intelligence solutions, relational databases, and security/data privacy including two (2) years of administrative and supervisory responsibility; or an equivalent combination of training and experience.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class.

Physical Demands

Employees must be able to perform the essential functions of the position with or without accommodation. Employees in this classification must be able to travel countywide to a variety of sites within a reasonable time frame, read written and electronic materials, and communicate clearly with those contacted through the course of work (typically in person, on the phone, and via email); perform deskwork for extended periods; and access and operate all required equipment for job duties. The position may include occasional need to traverse uneven surfaces and move items weighing up to 25 pounds.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

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.

Employee typically works in an office environment that is fast-paced with high pressure.