



**Orange County Department of Education  
Human Resources Department  
Classified Management Class Specification**

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**Director, Information Technology**

**Class Code: 1086**

**Work Days: 225**

**GENERAL PURPOSE**

Direct, manage, supervise, and coordinate the programs and activities of the applications, systems, and network services within the Orange County Department of Education (OCDE) and related county schools; coordinate assigned activities with other units, divisions, and outside agencies; and provide assistance to higher level management staff.

**SUPERVISION RECEIVED AND EXERCISED**

1. Receives general direction from higher level management staff.
2. Exercises direct supervision over management, supervisory, professional, technical, and clerical 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. Manage and participate in the development and implementation of goals, objectives, policies, priorities, and strategic plan for assigned programs; and recommend and administer policies and procedures.
  2. Responsible for day-to-day operations for all computer applications, including but not limited to payroll, human resources, time & attendance, financials, network and systems support, and services and activities of the Information Technology (IT) Division.
  3. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; and recommend within unit policy, appropriate service and staffing levels.
  4. 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.
  5. Provide assistance to other divisions and departments on changes, new applications, and related issues; review and evaluate requests for new services, hardware, and software.
  6. Assist in reviewing, investigating, evaluating, and selecting new technologies for current and future business needs, including computer systems equipment, hardware, and software; ensure that all technology complies with the OCDE's standards and strategic direction.
  7. Prepare service, equipment, and software bid requests; develop requests for proposals; write specifications; evaluate received bids; monitor the performance of equipment and contracted services to ensure compliance with OCDE's standards.
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8. Plan, direct, coordinate, and review the work plan for IT services; meet with staff to identify and resolve problems; assign work activities and projects; monitor workflow; and review and evaluate work products, methods, and procedures.
  9. Participate in the development of the IT Division budget and forecast additional funds needed.
  10. Coordinate service activities with those of other divisions and outside agencies and organizations; provide staff assistance to the Chief Technology Officer; and prepare and present staff reports and other necessary correspondence.
  11. Participate on a variety of boards and commissions and attend and participate in professional group meetings.
  12. Stay abreast of new trends and innovations in the field of Information Technology.
  13. Respond to and resolve difficult and sensitive inquiries and complaints.
  14. Demonstrate attendance sufficient to complete the duties of the position as required.
  15. Perform related duties similar to the above in scope and impact as required.

#### **QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)**

##### **Knowledge of:**

1. Operational characteristics, services, and activities of a comprehensive data services/network center.
2. Procedures, methods, and techniques of project and workflow management and organization.
3. Principles of effective supervision, leadership, training, coaching, and performance evaluation.
4. Concepts, principles, practices, and operational characteristics of emerging technology in assigned area of responsibility.
5. Methods and techniques of contract negotiation and administration.
6. Methods and techniques of hardware and software installation.
7. Local and wide area network concepts and operating systems.
8. Modern and complex principles and practices of program development and administration.
9. Modern and complex principles and practices of Information Technology.
10. Advanced principles and procedures of computer programming and planning.
11. Advanced principles and operating procedures of computer systems and related equipment.
12. Principles and practices of Web Application Development.
13. Principles and practices of budget preparation and administration.
14. Pertinent federal, state, and local laws, codes, and regulations.

##### **Ability and Skill to:**

1. Provide administrative and professional leadership and direction for the IT Division.
2. Select, train, lead, coach, direct the work of, supervise, and evaluate management, supervisory, professional, and technical employees; and effectively delegate authority and responsibility.
3. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.

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4. Effectively adapt and adjust program services to meet changing priorities and customer-specific needs.
  5. Prepare and administer large and complex budgets.
  6. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
  7. Initiate, conceptualize, formulate, analyze, and prepare new programs and systems.
  8. Critically analyze computer operating procedures.
  9. Establish and maintain effective working relationships with various constituencies.
  10. Interpret and explain laws, codes, contracts, policies, and procedures.
  11. Prepare clear and concise correspondence, reports, and other written materials.
  12. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
  13. Communicate clearly and concisely, both orally and in writing, in English; and present information effectively in front of both large and small groups.

**Education, Training, and Experience:**

A typical way of obtaining the knowledge, skills, and abilities outlined above is a master's degree in computer science, business, or public administration or a related field and six (6) years of application programming and/or infrastructure experience, including two (2) years of systems analysis, network infrastructure, application security, and design responsibilities; 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.

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## **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 essential functions.

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