



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

Executive Director, Information Technology

Class Code: 1655

Work Days: 225

GENERAL PURPOSE

Direct, manage, plan, and provide leadership for a comprehensive Information Technology program; provide performance management leadership to staff; 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. Coordinate and direct communications, information, personnel, and resources to ensure smooth and efficient activities and operations related to Information Technology (IT); direct the development and implementation of IT programs, projects, services, strategies, goals, and objectives; and recommend and implement policies and procedures.
 2. Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; assess and monitor workload, administrative and support systems, and internal reporting relationships; and identify opportunities for improvement.
 3. Provide performance management leadership to staff; plan, direct, and coordinate with subordinate level managers to identify and resolve problems; assign work activities and projects; monitor workflow; and review and evaluate work products, methods, and procedures.
 4. Conduct a variety of organizational studies, investigations, and operational studies and recommend modifications to programs, policies, and procedures as appropriate.
 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. Provide assistance to other divisions and departments on changes, new applications, and related issues; review and evaluate requests for new services, hardware, and software.
 7. Participate in the development of the IT Division budget and forecast additional funds needed.
 8. Coordinate service activities with those of other divisions and outside agencies and organizations; provide staff assistance to the Chief Technology and Information Security Officer; and prepare and present staff reports and other necessary correspondence.
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9. Participate on a variety of boards and commissions and attend and participate in professional group meetings.
 10. Stay abreast of new trends and innovations in the field of Information Technology.
 11. Respond to and resolve complex and sensitive inquiries and complaints.
 12. Demonstrate attendance sufficient to complete the duties of the position as required.
 13. 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.
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.

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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 and three (3) years of IT administration experience; 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 essential functions.

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