

CITY OF SIMI VALLEY

Deputy Administrative Services Director (Information Services)

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under administrative direction, directs, manages, supervises and coordinates the activities and operations of the Information Services division within the Administrative Services department including the City's computer systems; coordinates assigned activities with other divisions, departments and outside agencies; and provides highly responsible and complex administrative support to the Administrative Services Director.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Assume management responsibility for assigned services and activities of the Information Services Division including accounting for and managing the City-wide computer information systems.
2. Manage and participate in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommend and administer policies and procedures.
3. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within departmental policy, appropriate service and staffing levels.
4. Plan, direct, coordinate and review the work plan for information services staff; assign work activities, projects and programs; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems.
5. Evaluate organizational technological and information needs; recommend and direct the design and implementation of solutions.
6. Write and implement policies to govern the City's network environment and the systems that are connected to it; oversee the network architecture to ensure a secure computing environment.
7. Oversee Enterprise Resource Planning (ERP) software projects including selection, recommendation, contract negotiation, budgeting, implementation, and ongoing support.
8. Oversee network design with responsibility for architecting computer networks including local area networks (LANs), wide area networks (WANs), the Internet, intranets, and other data communications systems.
9. Architect systems to ensure that software, hardware, and all components interact and are compatible.
10. Oversee purchase of computer information systems; respond to computer user's questions; coordinate activities with appropriate computer vendors to resolve problems.

11. Select, train, motivate and evaluate information services personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
12. Oversee and participate in the development and administration of the division's annual budget; participate in the forecast of funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; implement adjustments.
13. Serve as the liaison for the Information Services Division with other divisions, departments and outside agencies; negotiate and resolve sensitive and controversial issues.
14. Serve as staff on a variety of boards, commissions and committees as necessary; prepare and present staff reports and other necessary correspondence.
15. Provide responsible staff assistance to the Administrative Services Director.
16. Conduct a variety of organizational studies, investigations and operational studies; recommend modifications to financial and information services programs, policies and procedures as appropriate.
17. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of information services.
18. Respond to and resolve difficult and sensitive citizen inquiries and complaints.
19. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Advanced operational characteristics, services and activities of an information services program.
Principles and practices of program development and administration.
Methods and techniques of time management.
Project management methodology, including risk assessment and quality assurance.
Modern and complex principles and practices of computers including but not limited to software, hardware and networks.
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
Principles and practices of municipal budget preparation and administration.
Principles of supervision, training and performance evaluation.
Pertinent federal, state and local laws, codes and regulations.

Ability to:

Oversee and participate in the management of a comprehensive information services program.
Oversee, direct and coordinate the work of lower level staff.
Select, supervise, train and evaluate staff.
Participate in the development and administration of division goals, objectives and procedures.
Manage full life-cycle information technology projects.
Formulate and implement long range strategic plans.
Understand a broad range of technical concepts.
Understand a broad range of business practices including accounting, human resources, legal, land development, and public services.

Work with information system users under stressful conditions.
Prepare and administer large program budgets.
Prepare clear and concise administrative and financial reports.
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
Negotiate, draft, write and interpret legal documents and contracts.
Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
Research, analyze and evaluate new service delivery methods and techniques.
Interpret and apply federal, state and local policies, laws and regulations.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science or a related field.

Experience:

Five years of increasing responsible information systems experience including two years of administrative and supervisory responsibility.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Standard office setting.

Physical: Sufficient physical ability to work in an office setting and operate office equipment.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

Hearing: Hear in the normal audio range with or without correction.

Adopted: June 2003
Johnson & Associates

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