



**HUMAN RESOURCES DEPARTMENT
Santa Cruz METRO**

Class Code: 1400-OA54

FLSA Status: Exempt

**Information Technology and Intelligent Transportation Systems Director
Bargaining Unit: Management**

DEFINITION:

Under direction from the CEO/GM, the Information Technology and Intelligent Transportation Systems Director plans, organizes, directs, and participates in the programs and activities of the IT Department, including upgrades, repair, and maintenance of IT systems, including servers, applications, and databases. The Chief Information Technology and Intelligent Transportation Systems Officer is responsible for leading the agency and the IT Department in the overall investment in and deployment of information technology, consistent with a broad, enterprise-wide definition of information technology. As a leader, he/she is expected to work collegially with his/her peers and all users across the organization and help establish the agenda for technological change at the Agency.

DISTINGUISHING CHARACTERISTICS:

Under executive direction from the CEO/General Manager, to plan, organize, manage and direct the information systems and transportation intelligence activities; to provide technical and professional technology direction to other Department Managers. Oversees and directs all activities of the Information Technology and Transportation Intelligence Division, including day-to-day technical operations, short- and long-range, strategic planning, budgeting and project management.

The Information Technology and Intelligent Transportation Director is distinguished from other IT staff wherein the incumbent serves as the department head or director of the Information Technology and Transportation Intelligence Division.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

The duties listed below represent the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.

- Directs, analyzes, develops and maintains the information technology environment, including operating systems, application software, computer hardware and peripherals, and data communication hardware and software.
- Reviews overall performance of Agency's computer needs and recommends long-term improvements based on formal and informal needs assessment.
- Prepares written reports to staff and to the Board of Directors, and makes presentations.
- Represents the Agency at various meetings.
- Manages the IT Department budget.
- Recommends and/or approves Agency's purchases for computer related equipment and software.
- Confers with users to assist in determining the feasibility of developing specific applications, resolving procedural difficulties, formulating software objectives, and establishing problem definitions.
- Prepares and maintains program development records, program documentation, and operational procedures.



HUMAN RESOURCES DEPARTMENT Santa Cruz METRO

- Develops, directs, and participates in providing employees with training programs in data access and data entry by using new software products and advanced programming techniques.
- Coordinates the formulation of policies which govern the development and operations of the Management Information System and assist in the development of user procedure manuals.
- Prepares studies with recommendations regarding current and proposed software and hardware. Develops appropriate software and hardware specifications necessary to support specific projects.
- Supervises and trains IT Department personnel.
- Serves as the Intelligent Transportation Systems (ITS) Officer, leading all bus technology-related projects.
- Serves as the cyber-security officer for the agency.
- Supervises the work of computer contractors and evaluates and negotiates contract change orders.
- Ensures the security of information and equipment, access to data files, and develops recovery and back-up procedures for software systems.
- Directs and participates in the process of needs assessment and analysis of business problems to formulate data processing applications including identification and evaluation of computer processing alternatives, preparation of testing new or revised systems, developing modifications to programs to simplify work flow, reduce processing time and costs and insuring accuracy.
- Directs and participates in the installation, maintenance, development and programming of software programs.
- Confers with users to assist in determining the feasibility of developing specific applications, resolving procedural difficulties, formulating software objectives and establishing problem definitions.
- Coordinates the formulation of policies which govern the development and operations of the Management Information System and assist in the development of user procedure manuals.
- Performs other duties as assigned.
- Perform as a hands on “working” Manager.

EMPLOYMENT STANDARDS:

Knowledge of:

- IT administration, including UNIX style operating systems.
- PC server operating systems such as Windows Server.
- Information system design and analysis techniques.
- The design and operation of data processing hardware and software, specifically data communications hardware and Unix Operating Systems.
- The operation and capabilities of mini- and micro-computer hardware and software, including advanced technologies.
- The principals and methods of technical writing and basic statistical reporting.
- The principles and practices of supervision.

Ability to:

- Analyze, evaluate, and develop systems and procedures.



HUMAN RESOURCES DEPARTMENT Santa Cruz METRO

- Coordinate work activities with Agency staff and management and maintain effective working relationships with others.
- Supervise, train, and evaluate the work of subordinates.
- Ability to work independently on various projects simultaneously under deadline conditions.
- Assess Agency's IT needs based on experience and conferences with users.
- Effectively interface with computer users.

MINIMUM QUALIFICATIONS:

Education, Training and Experience:

Bachelor's degree from an accredited college or University in computer science, mathematics, public, or business administration or closely related field, supplemented by coursework in information technology related studies if not computer science degree

AND

Eight (8) years professional level experience in related computer fields and management, which should include system administration, computer programming and technical administration, including two (2) years supervision. Public Agency experience preferred.

Advanced knowledge of office equipment and personal computers. Familiarity with organizational software and hardware needs and uses. Knowledge of various operating systems including UNIX and Windows Server.

Note: A Master's degree from an accredited college or University in computer science, mathematics, public, or business administration or closely related field may be used to substitute up to two (2) years of professional level experience as stated above, but cannot be used in lieu of two (2) years supervision requirement.

LICENSES AND CERTIFICATES:

A valid Class C driver license and safe driving record is required at the time of application. A valid Class C State driver license is required at the time of appointment and must be maintained throughout employment.

SPECIAL REQUIREMENTS:

- Must be able to work extended hours as needed, often outside regular business hours as required by the CEO and the demands of the job.
- Must maintain strictest confidentiality.
- Must participate in professional development activities.
- Requires occasional travel.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



HUMAN RESOURCES DEPARTMENT Santa Cruz METRO

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to finger, manipulate, handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is regularly required to bend and twist at the neck, reach with hands and arms. Occasional standing, walking, overhead reaching and lifting up to 20 pounds unaided is required. Specific visual abilities required for this job include close vision, distance vision, and the ability to adjust focus.

Mental Demands

While performing the duties of this job, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; uses math and mathematical reasoning; performs highly detailed work; deals with multiple concurrent tasks; and interacts with others encountered in the course of work.

Work Environment:

The employee works in an office environment where the noise level is usually quiet. May require availability to work a flexible schedule.

OTHER CONDITIONS OF EMPLOYMENT:

Must pass requisite background check.

*Adopted: November 2017

*BOD Approved: 01-26-18

*Revised: 00-00-00

*Job Family: Professional –Information Technology