

NEW CASTLE COUNTY GOVERNMENT

Number 0245


CLASS SPECIFICATION

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Date 04/06/04

Title: INFORMATION SYSTEMS MANAGER

Approved:



GENERAL STATEMENT OF DUTIES: Plans, organizes, directs, and coordinates all aspects of information services and technology needed to support the functions required by New Castle County Government through understanding and anticipating the business and customer requirements and by translating those requirements into appropriate solutions through the application of information services and technology; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs highly responsible administrative and managerial work providing leadership through ongoing communications and team building activities. This employee serves as a catalyst for continuous improvement in these areas between all County departments and row offices. The work includes process evaluation and design, vendor coordination, and management, systems evaluation, systems design, programming, computer operations, data image, and voice networks, technical support and end-user training and support. Significant responsibilities include participation in the development, evaluation, and support of business processes used to accomplish the objectives of the County; the planning, design, development, documentation, and presentation of an ongoing comprehensive technology strategy that anticipates the availability and costs of appropriate applications of information technology and incorporates that technology into the evolving requirements of the County; the identification, evaluation, and management of multiple, complex vendor contracts and relationships affecting core components of the County's application of information technology; the management oversight of a County-wide network, software applications, and customer service activities; and coordination of County-wide participation in user groups and office automation committees. This employee has wide latitude for the overall development, implementation, and functioning of the County's information/data processing systems operations and works under administrative direction.

EXAMPLES OF WORK: (Illustrative Only)

- Develops, presents, and explains strategic and tactical County-wide information technology plans;
- Manages and participates in the formulation of County-wide business strategies and plans;
- Participates in departmental business process planning and contributes information and costs of appropriate technology approaches;
- Identifies and evaluates information technology solutions available and evaluates their application to the County's business strategies and plans;
- Manages the County-wide investment in information technology assets;
- Manages research activities and provides technical advice in response to requests for information from departments and row offices;
- Provides consulting help for business process redesign activities, computer systems development, and network management;
- Manages special projects and responds to various requirements for information not otherwise provided by current system capabilities;
- Manages and directs technical and professional employees performing work in the areas of application design, computer networks and operations, user training, and administrative and clerical support;
- Ensures that information technology training is provided for both division staff and for other County staff;
- Directs the preparation of office procedures, reports, policies, and operations manuals;

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- Oversees the day-to-day operation of information systems projects, data processing operations, and communications activities;
- Administers complex contracts and coordinates relationships with multiple vendors for the delivery and maintenance of critical information systems products and services;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a data processing terminal, personal computer, and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Comprehensive knowledge of information systems analysis, design, construction, integration, operation, security, and maintenance; thorough knowledge of local government functions, organizations, and management procedures; thorough knowledge of the principles and practices of project management, contract management, vendor relationships, and process innovation and redesign; thorough knowledge of contract design and implementation including development, procurement, and negotiation; good knowledge of budgetary planning, input, and development techniques; ability to analyze complex technical data and draw valid conclusions; ability to organize, plan, and direct a variety of complex technical operations; ability to establish and maintain effective working relationships with associates, other governmental agencies, private organizations, the general public, customers, and to promote an ongoing attitude of dedication to overall exceptional customer service; ability to work with managers to identify business opportunities and to achieve success through effective employment of technology; ability to present, justify, and defend controversial ideas effectively and to negotiate agreements which accommodate the interests and viewpoints of numerous groups and organizations, including County managers; ability to communicate courteously and effectively, both verbally and in writing; ability to pass a Class III County physical examination.

ACCEPTABLE EXPERIENCE AND TRAINING: At least ten years progressively responsible managerial experience in applying information technology to meet the needs of a medium to large government or business organization (five of which must have been at a local government level), at least one year management experience in a designated customer-service capacity, and possession of a Bachelor's Degree from an accredited college or university with major course work in information systems or a related field; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

HISTORY OF REVISIONS

Established: 07/18/95
Revised: 04/15/96
Revised: 07/01/97
Revised: 03/01/00
Revised: 04/06/04