



# Senior Information Technology Manager

Class Code: 5027

Bargaining Unit: Unrepresented - Management

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA  
Established Date: February 10, 2023

## SALARY RANGE

SEE SALARY SCHEDULE

## Job Description:

### JOB DEFINITION

Under direction, the Senior Information Technology Manager is responsible for planning, organizing, directing, staffing and controlling all technology functions and/or operations of one or more complex work units within the Information Technology Division; responsible for the strategic planning and budget oversight for technology functions and/or operations for assigned work unit(s) of Application Services and IT Business Solutions or Infrastructure Services and Client Services; hires, trains, supervises and evaluates management, supervisory, professional and line staff; and performs other related duties as assigned.

### JOB CHARACTERISTICS

The Senior Information Technology Manager (IT) reports to the Information Technology Director (IT). This class is distinguished from the IT Director in that the latter manages the overall operational activities of the Office of Information Technology Division court-wide whereas the Senior IT Manager is responsible for planning, coordinating, and supervising complex operations and work of professional staff within multiple information technology work units of Application Services and IT Business Solutions or Infrastructure Services and Client Services. The Senior IT Manager also provides guidance and direction to other IT Managers. This class is distinguished from the IT Manager in that the latter manages multiple technical specialties in synergy with complementary supporting teams. The Sr. IT Manager may be delegated responsibility for the Office of Information Technology in the absence of the IT Director.

### EXAMPLES OF DUTIES:

1. Manages, mentors, and supports IT Managers and/or IT Business Solutions Managers while focusing on program/team related performance. Provides leadership and works with supervisors to develop and retain highly competent, service-oriented staff through selection, compensation, training, and day-to-day management practices that support the Court's and department's mission, objectives, and service expectations; provides leadership and participates in programs and activities that promote a positive employee relations environment.
2. Develops and implements strategic plans, objectives, and priorities for multiple assigned work unit(s)/operational area(s) of Application Services and IT Business Solutions or Infrastructure Services and Client Services; plans, develops and implements programs that utilize human and financial resources to achieve results. Performs cost analyses; develops scheduling timelines;

reviews and evaluates feasibility of proposed projects, plans and work schedules; works with technical staff to install and implement new systems; participates in the development of information systems standards to ensure alignment of all systems to long-range court information technology strategies.

3. Determines organizational structure, staffing needs, and work strategies for multiple assigned work unit(s)/operational area(s) of Application Services and IT Business Solutions or Infrastructure Services and Client Services.
4. Provides overall direction for the day-to-day activities and serves as project manager for major application, business process, client-based service, and infrastructure system development projects in multiple assigned work unit(s)/operational area(s).
5. Develops and administers annual budget for multiple assigned work unit(s); approves and tracks expenditures; reviews, approves and researches costs for new hardware, software, and other items; reviews, approves and prepares cost/benefit analyses, reports, and recommendations.
6. Manages the development of operational and/or functional standards, practices, policies, and procedures; participates in the development and implementation of strategic department goals, policies, and priorities.
7. Supervises the work of professional, technical and/or other employees directly or through subordinate supervisors; and ensures that they have adequate resources to perform their duties; ensures that assigned operations and activities comply with organization goals and objectives. Plans, organizes, directs, and evaluates the performance of assigned supervisors and staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development.
8. Manages the core units of the Office of Information Technology units, including multiple assigned work unit/operational areas) of Application Services and IT Business Solutions or Infrastructure Services and Client Services, using various technology tools that may involve and cross multiple platforms.
9. Assesses the vulnerability of the Court's information system; develops and executes the Court's information security strategies, policies, and procedures, including the identification and analysis of information security threats to protect the Court's developed software applications and services, computer infrastructure, network, and data. Creates systems and procedures to assess and track compliance with Court security policies.
10. Designs, directs, and oversees multiple work units' quality assurance activities. Provides day-to-day leadership, project management oversight, and works with staff to ensure a high performance, collaborative, customer service-oriented work environment that supports achieving Court, objectives and service standards; applies best practices and quality assurance processes to assigned areas of responsibility; may serve as project manager for designated projects.
11. Meets and consults with customers and vendors regarding service delivery needs; oversees and participates in the design, development, delivery and/or implementation of IT products to meet those needs; assumes responsibility for procurement of services and goods required.

12. Develops specifications for "requests for proposal" pertaining to external services; reviews submissions and provides recommendations on vendor selection; ensures vendor performance meets compliance, Court standards and specification. Prepares project cost estimates and justifications for new systems or system modifications; drafts requests for proposals, evaluates responses and recommends vendor selection; drafts language and assists in negotiating and administering vendor contracts; monitors project progress and reviews or prepares status reports; reviews and acts on project and/or contract change requests; approves deliverables.

13. Directs the management of projects of varying size and scope to enhance and/or upgrade technology services and utilization.

14. Prepares clear, concise, and comprehensive correspondence, reports, studies, and other written materials appropriate to both technical and non-technical audiences; attends meetings, conferences, and training sessions.

15. Provides management of the Office of Information Technology when the Director is unavailable.

16. Performs other related duties as assigned.

## **MINIMUM QUALIFICATIONS:**

### **Option I**

#### **Education:**

Possession of a Bachelor's degree from an accredited college or university with major coursework in computer science, information systems, Business Administration, or a closely related field.

Possession of one or more approved information technology certificates and/or completion of other approved technology-related training may substitute for some or all of the required education.

**And**

#### **Experience:**

Five (5) years of systems and software management experience in a complex information systems environment comparable to that of Superior Court, County of Alameda with responsibility for supervising/directing staff in multiple work units, including application development and analysis, systems analysis, database analysis and design, network engineering, analysis and/or administration and client service delivery management.

Additional qualifying work experience as described above may substitute for the required education on a year-for-year basis. One year (2080 hours) of additional qualifying experience will be considered equivalent to 30 semester units/45 quarter units.

### **Or Option II**

Experience:

Three (3) years of experience with Superior Court, County of Alameda in the IT Manager classification.

## **KNOWLEDGE AND ABILITIES:**

**Knowledge Of:** Principles, practices and methods of information technology management applicable to areas of assigned responsibility, including applications, technology solutions and IT infrastructure; Customer relationship management and internal consulting concepts and practices; Principles, practices and court procedures applicable to budgeting, contracting and purchasing; Computer hardware and software systems similar to those being used by the Court's Information Technology Department, including business applications, operating systems, and network systems; Project management principles, organizing and managing a project, developing schedules, identifying critical paths; Advanced principles, methods and techniques used in designing, developing, testing and implementing information technology applications, systems and networks; Advanced operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information technology program; Advanced methods and techniques of evaluating business need requirements to provide technology solutions; Database concepts; Advanced operational characteristics of local and wide area network systems; Advanced operational characteristics of communication systems, equipment and devices; Tools and equipment used in testing the functionality of computer systems; Advanced principles and methods of troubleshooting computer hardware, software and network problems; Methods and techniques of developing and presenting technical documentation and training materials; Advanced principles and practices of information technology documentation and record keeping; Modern office procedures, methods and equipment.

**Ability to:** Plan, organize and manage the work of information technology staff; Develop work plans and methods to ensure that assigned work areas are functioning in the most effective and efficient manner; Oversee and effectively carry out project management responsibilities; Develop and maintain comprehensive procedures manuals and documentation; Manage financial resources efficiently and effectively; Perform professional level applications, systems and network analysis and administration duties; Drive collaboration with stakeholders; Coordinate and administer a variety of information technology projects; Perform risk and benefit analysis and recommend an optimum solution or course of action; Develop information technology designs, flow charts, report layouts and screen designs; Resolve highly complex technical problems; Communicate technical information to a wide variety of users; Interpret and apply complex and technical information pertaining to computer and network systems; Adapt quickly to changes in policies, procedures, assignments and work locations; Communicate effectively, both verbally and in writing; Establish and maintain highly effective, customer-focused working relationships with stakeholders.

## **PHYSICAL REQUIREMENTS**

Mobility - All positions require sitting for extended periods on a daily basis. Vision - constant use of good overall vision at arm's length distance for reading and close up work; frequent use of color perception and eye/hand coordination; occasional use of depth perception and peripheral vision. Dexterity - finger dexterity and repetitive use of hands on a daily basis. Hearing/Talking - frequent hearing/talking to others on the telephone and in person.

## **WORKING CONDITIONS**

Work is typically performed in an indoor office environment, but occasionally requires travel to other locations. Work environments may occasionally be noisy. Occasional evening, holiday and/or weekend work may be required.