

FIRE DEPARTMENT  
SANTA CLARA COUNTY

**INFORMATION TECHNOLOGY OFFICER**

DEFINITION

The Information Technology Officer overall plans, organizes, and oversees the Department's information technology systems, and develops and implements the Department's Strategic Technology Plan. The Information Technology Officer will serve as the advisor to the Department Governance Committee, which is composed of the Administrative Staff.

The Information Technology Officer reports to the Director of Business Services. This classification is designated as an at-will, Fair Labor Standards Act exempt position in the Unclassified Service.

EXAMPLE OF DUTIES

Depending upon assignment, duties may include, but are not limited to the following:

- Manage and direct the information technology (IT) staff and its operations to ensure effective support in the implementation of the Department's Strategic Technology Plan.
- Direct day-to-day operations; provide professional expertise and advice as it pertains to information technology systems and other related projects.
- Direct computer operations, systems analysis, database administration, customer support, telephone, and network infrastructure.
- Develop and implement goals, objectives, policies, procedures, and work standards for the Department.
- Prepare and administer the information technology yearly budget.
- Plan, organize, schedule, review, and evaluate IT staff activities. Resolve operational conflict and implement corrective action with IT staff and administer the Department's progressive discipline process as necessary.
- Evaluate the IT staff's professional development needs and recommend training opportunities.
- Confer with management regarding information system services; evaluate Department needs as it pertains to hardware and software upgrades, professional services, and maintenance.
- Monitor the operating condition of the computer equipment to assure efficiency.
- Evaluate IT processes and determine how it may be improved through the use of automation, make recommendations, and provide a plan for implementing automated solutions.
- Coordinate the acquisition and use of hardware, software, and related technical products.
- Direct IT analytical studies; develop and review reports, alternatives, recommend, and prepare a variety of periodic and special reports regarding IT activities.

EXAMPLES OF DUTIES (continued)

- Coordinate and prepare proposals and contracts for computer-related services; order and approve payment for internal service fund equipment and products.
- Serve on various management committees; work with manufacturers, vendors, and professional and business organizations.
- Monitor developments and legislation related to information technology; evaluate their impact on the Department's operations; recommend and implement equipment, policy, and procedural improvements.
- Participate in the interdepartmental technology governance organization and provide planning and coordination support for effective meetings.
- May work irregular and protracted hours, including weekends.
- Must possess the physical characteristics to perform the critical and important duties of the job, including sufficient dexterity, stamina, and physical strength to lift and carry up to 50 pounds and to operate related equipment.
- Perform other duties as assigned.

EMPLOYMENT MINIMUM STANDARDS

Education and Experience: Possession of a bachelor's degree from an accredited college or university with major course work in computer science, business administration, or a closely related field, and five (5) years (within the last eight years) of management or supervisory experience in information technology systems, strategic planning, or project management. Experience with distributed network design, telecommunications (telephone, VoIP), computer hardware, public business application software such as finance, payroll, permit, utility, document management, agenda management, asset management, and customer service best practices are desirable.

Knowledge Of:

- Principles, practices, and techniques of information systems management, including application design, strategic planning, system analysis, project management, and hardware and software options for major administrative and business-oriented applications.
- Information and telecommunications technology; current and emerging trends.
- Administrative principles and methods, including goal setting, program development and implementation, and employee supervision.
- Complex procurement procedures, selection processes, and implementation of project management principles.
- Principles of budgetary preparation, administration, and control.
- Principles, practices, and techniques for providing customer support.
- Applicable laws and regulations.

Ability To:

- Plan, organize, administer, review, and evaluate systems development, programming, computer operation activities, and network management.
- Select, train, motivate, and evaluate technical staff and building effective delivery teams in a complex IT organization.
- Develop, implement, and interpret strategic plans, goals, objectives, policies, procedures, work standards, and internal controls.
- Resolve conflicts, analyze complex problems, evaluate alternatives, and recommend creative solutions.
- Negotiate and assess complex proposals and contracts.
- Assess Department user needs, set priorities, and allocate staff to meet such needs in a timely and effective manner.
- Exercise sound, independent judgment within general policy guidelines.
- Organize, prioritize, and schedule multi-activity workload.
- Communicate effectively both orally and in writing.
- Prepare clear, concise, and complete reports, correspondence, and other written materials.
- Establish and maintain effective working relationships with Department contractors, internal support units, customers, and those contacted in the course of work.
- Determine computer software that encompasses the effective use of word processing, spreadsheet, project management, presentation, electronic mail, and Internet browser software.

Working Conditions/Physical Demands: Work is performed both in an office setting and in the field. There may be exposure to noise and dust. Work may involve physical exertion including stooping, reaching, crawling, and climbing. Essential and marginal functions may require maintaining physical condition necessary for sitting for prolonged periods of time. Manual dexterity; clear, understandable speech; and visual and hearing acuity are also required.

Required License: Possession of a valid state of California driver's license.

Pre-Employment Conditions: The candidate must pass a background check, Live Scan fingerprint, and medical examination.