



ASSISTANT GENERAL MANAGER, TECHNOLOGY

JC: XF125
PB: 14
FLSA: Exempt

BU: 95 (NR)
Created: December 2002
Revised: June 2019

*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.*

DEFINITION

Under direction, provides strategic leadership and direction in the execution of long-term and short-term goals related to the activities and operations of the Office of the Chief Information Officer (OCIO) Department, executive staff, departments and outside agencies; provides highly responsible and complex management and policy support to the General Manager; plans, directs, manages, and oversees the activities and operations of the OCIO; coordinates assigned activities with other executive staff, departments and outside agencies; performs related duties as assigned.

REPORTS TO

General Manager or designee.

CLASS CHARACTERISTICS

This executive level classification manages, through subordinate department heads, division managers and supervisors, all activities throughout the District related to the broad function of information technology systems as it relates to the enterprise information systems as well as other District administrative and business-oriented applications and systems related to operations applications, complex management of technology solutions, including systems design, connectivity and security, as well as the larger issue of providing appropriate technical support for decisions and analysis required to operate the business. This classification is distinguished from the Director of Information Technology in the latter manages, through subordinate managers and supervisors, all activities through the District related to the broad function of Information Technology and is accountable for accomplishing all departmental goals and objectives for furthering District goals and objectives within general policy guidelines.

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1. Assumes full management responsibility for all services and activities related to all technology solutions research, testing, development, implementation and support including the day-to-day operations of the CIO; oversees and participates in the development of policies and procedures.
2. Provides broad managerial oversight and develops and executes standards, policies, programs, methods and procedures related to the delivery of the District's technology projects.

3. Develops, coordinates, guides and maintains technology systems strategic and operational plans in support of the overall goals and business strategy; Defining the vision for meeting current and future information and technology needs for the District.
4. Establishes, within District policy, appropriate service and staffing levels; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; allocates resources accordingly.
5. Assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements changes.
6. Works with other executives and department managers in assessing the needs of the various administrative business areas of the District, developing long and short range plans, assessing future needs and making recommendations on new technology tools and approaches.
7. Oversees the testing, installation and maintenance of enterprise data and information security systems.
8. Monitors developments and legislation related to assigned areas of responsibility; evaluates impact upon District operations; recommends and implements practice and procedural improvements.
9. Develops and maintains enterprise systems architecture, defining standards and protocols for data exchange, communications, software, and interconnection of District's information systems.
10. Coordinates with District staff on the evaluation, selection, implementation and maintenance of information systems, ensuring appropriate strategic and operational investment; Negotiates all technology acquisition contracts, soliciting involvement and participation of other staff members as appropriate.
11. Develops long and short-range plans; assesses future needs; investigates emerging technologies; makes recommendations on developing new information technologies.
12. Oversees and participates in the development and administration of the budget; approves the forecast of funds needed for staffing, equipment, materials and supplies; approves expenditures and implements budgetary adjustments as appropriate and necessary.
13. Explains, justifies and defends department programs, policies and activities; negotiates and resolves sensitive and controversial issues.
14. Represents the Office of the CIO to other executive staff, departments, elected officials and outside agencies; coordinates assigned activities with those of other departments and outside agencies and organizations.
15. Participates on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence.

16. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information technology.

17. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

QUALIFICATIONS

Knowledge of:

- Operations of a comprehensive enterprise information technology programs including modern data centers, disaster recovery & failover, server farms, cloud services, local and wide area network, microcomputers, applications development and client support services
- Advanced principles and practices of information technology programs, planning and development
- Organization change management
- Information technology portfolio management, systems applications and information technology services lifecycle management
- Methods and techniques of designing and developing complex administrative and business applications
- Principles and practices of enterprise systems and services and their integration
- Principles and practices of policy development and administration
- Principles and practices of budget preparation and administration
- Principles of supervision, training and performance evaluation
- Related Federal, State and local laws, codes and regulations

Skill/Ability in:

- Managing a comprehensive enterprise information technology programs
- Evaluating systems development, programming and computer operations activities
- Development and administering executive office and assigned departmental goals, objectives and procedures
- Analyzing and assessing programs, policies and operational needs and make appropriate adjustments
- Enhancing District services through information technology solutions
- Overseeing the development and installation of computer applications
- Maintaining computer data and information security systems
- Developing and administering departmental goals, objectives and procedures
- Analyzing and assessing policies and operational needs and making appropriate adjustments
- Identifying and responding to sensitive community and organizational issues, concerns and needs
- Assessing user departmental needs and allocating staff accordingly
- Delegating authority and responsibility
- Selecting, supervising, training and evaluating staff
- Researching, analyzing and evaluating new service delivery methods and techniques
- Analyzing complex problems, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals
- Preparing clear and concise administrative and financial reports
- Preparing and administering large and complex budgets
- Interpreting and applying applicable Federal, State and local policies, laws and regulations
- Communicating clearly and concisely, both orally and in writing
- Establishing and maintaining effective working relationships with those contacted in the course of work

MINIMUM QUALIFICATIONS

Education:

Bachelor's degree in Computer Science, Mathematics, Telecommunications, Engineering, Business Administration or a related field from an accredited college or university.

Experience:

Nine (9) years of (full-time) professional verifiable experience in Information Technology Program management or related experience which must include (4) years of management experience.

Substitution:

Additional professional experience as outlined above may be substituted for the education on a year-for-year basis. A college degree is preferred.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

May require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.

BART EEO-1 Job Group: 0500 – Executives/Managers
Census Code: 0020 – General and Operations Managers
Safety Sensitive: No