FACILITIES TECHNOLOGY SERVICES MANAGER

DEFINITION

Assists the Director of Facilities Technology Services in managing, developing, and coordinating information and communication technology for the Facilities Services Division (FSD) in accordance with the Division's Information Technology Architecture (ITA).

TYPICAL DUTIES

Oversees the implementation and execution of the Division's Strategic IT Plan and IT management methodologies in the areas of IT project management, systems management, user support, and other areas of defined responsibility.

Assists with the development and implementation of the Facilities Technology Services (FTS) staffing plan and budget.

Assists with the development and evaluation of policies and procedures regarding systems and communication technology for the Facilities Services Division.

Meets with leadership staff to understand workflow processes and identify opportunities for automation.

Works with end users to prioritize their requirements and match them against resources to develop implementation plans.

Creates and manages a facilities technology system while ensuring coordination and the creation of standards consistent with those prescribed by the Information Technology Division.

Develops systems using agile methodology working with users to match their workflow and requirements.

Develops applications that work across a range of devices that supports mobile and hybrid locations to support a responsive design.

Maintains and supports the current systems portfolio to deliver a stable and performing production system.

Supports and adheres to policies and procedures on systems and data security.

Manages a facilities technical support unit that has responsibility for cost effective systems administration, and hardware and software help-desk solutions based on user need and equipment used.

Evaluate the adoption of new technology and establishes a sustainable process for Technology Services to meet the demands of the division while remaining up-to-date on technology capabilities.

Works with vendors and users to develop upgrade schedules for databases, system infrastructures, and vendor commercial software to stay current on supported releases.

Manages the implementation of technical training programs including the evaluation of appropriate technologies and ensuring staff is in stride with the latest technology.

Provides opportunities for technical training of staff to enable them to use current technology.

May hire and manage external contractors and vendors as necessary.

May act as a liaison with the Information Technology Division (ITD).

Performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Facilities Technology Services Manager assists in managing, developing, and coordinating the systems and communication technology needs of the Facilities Division.

The Director of Facilities Technology Services has responsibility for managing all the systems and communication technology needs of the Facilities Division. This includes managing processes, people, and budgets.

A Senior Technical Project Manager – Facilities supervises and participates in developing and providing a structured approach to managing projects for information technology

SUPERVISION

The Facilities Technology Services Manager receives administrative direction from the Director of Facilities Technology Services. General supervision is exercised over lower-level supervisory, professional, and clerical personnel.

CLASS QUALIFICATIONS

Knowledge of:

IT Project management, including the development of budgets, timelines, and allocation of staff, systems technology, application design, and systems architecture
Administrative practices and procedures within the District
Business process analysis and systems management
Principles of emergency operations and communications
Principles of Service Oriented Architecture (SOA)
Principles of public relations and communication
Principles of business decision making
Theories of IT governance
Basic District Personnel Commission rules, regulations, practices, and policies
Knowledge of developments in facilities and construction management related IT applications
Remains up to date on developments in the technology industry

Ability to:

Explain technical terminology to non-experts
Develop and manage budgets within parameters established
Develop and implement business justification methodology for IT projects
Prioritize projects and use of limited resources to deliver the maximum value to the Division
Manage, develop, and evaluate internal staff and external consultant and contract staff in a team environment
Remotely manage a co-location site for emergency operations
Negotiate with external vendors, contract staff, and other District departments
Speak effectively and make presentations before a variety of groups
Assess information systems and communication user needs and identify appropriate technologies
Analyze business processes and determine technology use to increase efficiencies
Analyze and evaluate data on a wide variety of facilities program domains (i.e., real estate, architectural design, construction, facilities management etc.)
Make, support, and explain recommendations
Provide leadership and proactive management to a diverse IT organization

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university with a bachelor's degree, preferably in Public Administration, Business Administration, Civil Engineering, Construction Management,

Management Information Systems, Computer Science, or Systems Engineering. Completion of a Master's degree in Computer Science, Systems Management, Construction Management, or Public Administration is preferable.

Experience:

Four years of IT Management experience providing information technology services in application design, user information systems needs assessment and requirements definition, and systems design and implementation. Experience in business applications, Building Information Management (BIM), internet utility, and architectural, spatial, and location data management is preferable. Experience with organizations engaged in construction, architecture and engineering, construction management, or public works is preferable.

Special:

A valid California Driver License and the availability of private transportation, or the ability to utilize an alternative method of transportation.

SPECIAL NOTES

1. Management class, exempt from bargaining units.
2. Exempt from FLSA.
3. An employee in this class may be subject to the reporting requirements of the District's Conflict of Interest Code.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

New Class
10-21-2021
JPK2