



**Orange County Department of Education  
Human Resources Department  
Classified Management Class Specification**

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**Director, Information Technology**

**Class Code: 1086  
Work Days: 225**

**GENERAL PURPOSE**

Direct, manage, supervise, and coordinate the programs and activities of the applications and networks services within the Orange County Department of Education and related county schools; coordinate assigned activities with other units, divisions, and outside agencies; and provide highly responsible and complex administrative support to higher level management staff.

**SUPERVISION RECEIVED AND EXERCISED**

1. Receives general direction from higher level management staff.
2. Exercises direct supervision over management, supervisory, professional, technical, and clerical staff.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*This position description is intended to describe the general nature and level of work performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.*

1. Manage and participate in the development and implementation of goals, objectives, policies, priorities, and strategic plan for assigned programs; recommend and administer policies and procedures.
  2. Responsible for day-to-day operations for all computer applications, network support, and services and activities of the Information Technology Division.
  3. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend within unit policy, appropriate service and staffing levels.
  4. Provide assistance to other divisions and departments on changes, new applications and related issues; review and evaluate requests for new services, hardware and software.
  5. Assist in reviewing, investigating, evaluating, and selecting new technologies for current and future business needs including computer systems equipment, hardware and software; ensure that all technology complies with the Orange County Department of Education's standards and strategic direction.
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## **ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)**

6. Prepare service, equipment, and software bid requests; develop requests for proposals; write specifications; evaluate received bids, monitor performance of equipment and contracted services to ensure compliance with Orange County Department of Education's standards.
7. Plan, direct, coordinate, and review the work plan for Information Technology services; meet with staff to identify and resolve problems; assign work activities and projects; monitor work flow; review and evaluate work products, methods, and procedures.
8. Select, train, motivate, lead, and evaluate staff; provide resources and guidance to support staff success; work with employees to improve performance.
9. Provide coaching to employees; collaborate on goal development, set clear expectations, provide constructive feedback, and check in regularly for understanding.
10. Participate in the development of the Information Technology Division budget; forecast additional funds needed.
11. Coordinate service activities with those of other divisions and outside agencies and organizations; provide staff assistance to the Executive Director of Information Technology; prepare and present staff reports and other necessary correspondence.
12. Participate on a variety of boards and commissions; attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of Information Technology.
13. Respond to and resolve difficult and sensitive inquiries and complaints.
14. Demonstrate attendance sufficient to complete the duties of the position as required.
15. Perform related duties similar to the above in scope and impact as required.

## **QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)**

### **Knowledge of:**

1. Operational characteristics, services, and activities of a comprehensive data services/network center.
2. Procedures, methods, and techniques of project and workflow management and organization.
3. Principles of effective supervision, leadership, training, coaching, and performance evaluation.
4. Concepts, principles, practices, and operational characteristics of emerging technology in assigned area of responsibility.
5. Methods and techniques of contract negotiation and administration.
6. Methods and techniques of hardware and software installation.
7. Local and wide area network concepts and operating systems.
8. Modern and complex principles and practices of program development and administration.
9. Modern and complex principles and practices of Information Technology.
10. Advanced principles and procedures of computer programming and planning.
11. Advanced principles and operating procedures of computer systems and related equipment.

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**Knowledge of (cont.):**

12. Principles and practices of Web Application Development.
13. Principles and practices of budget preparation and administration.
14. Pertinent federal, state, and local laws, codes, and regulations.

**Ability and Skill to:**

1. Provide administrative and professional leadership and direction for the Information Technology Division.
2. Select, train, lead, coach, direct the work of, supervise, and evaluate management, supervisory, professional, and technical employees; effectively delegate authority and responsibility.
3. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.
4. Prepare and administer large and complex budgets.
5. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
6. Initiate, conceptualize, formulate, analyze, and prepare new programs and systems.
7. Critically analyze computer operating procedures.
8. Establish and maintain effective working relationships with various constituencies.
9. Interpret and explain laws, codes, contracts, policies, and procedures.
10. Prepare clear and concise correspondence, reports, and other written materials.
11. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
12. Communicate clearly and concisely, both orally and in writing, in English; present information effectively in front of both large and small groups.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills, and abilities outlined above is Master's degree from an accredited college or university with major course work in computer science, business, or public administration or a related field, and six years of increasingly responsible application programming and/or systems analysis experience including two years of systems analysis and design responsibilities.

**PHYSICAL AND MENTAL DEMANDS**

*The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

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### **Physical Demands**

While performing the duties of this job, employees are regularly required to bend, stoop, push, pull, grasp, squat, twist, kneel, walk, sit, and reach to access materials or equipment and complete other tasks as assigned; lift and carry up to 25 pounds; and lift from ground, waist, chest, shoulder, and above shoulder level. The position may include occasional need to traverse uneven surfaces.

Employees in this classification are to be able to travel countywide to a variety of sites within a reasonable time frame; read written and electronic materials; communicate clearly in person, on the phone, and via email; and operate all required equipment.

### **Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

### **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Employee typically works in an office environment that is fast paced with high pressure.

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