

**CITY OF CARLSBAD  
CLASS SPECIFICATION**

**JOB TITLE: ASSISTANT INFORMATION TECHNOLOGY DIRECTOR**

**DEPARTMENT: INFORMATION TECHNOLOGY**

**BASIC FUNCTION:**

Under the direction of the Information Technology Director, to plan, direct, coordinate, and supervise the strategic business functions of the Information Technology Department. Capitalizing on his/her knowledge about the City of Carlsbad's operations, strategic goals, and the services provided by Information Technology Department, as well as his/her expertise in technology, the Assistant Information Technology Director is expected to; Provide vision and insight into the development of the business strategy, demonstrate leadership and expertise for business technology initiatives, understand the business needs of staff and departments and balance fulfillment of those needs with considerations of broader city objectives and limited resources, ensure citywide integration of business processes and technology solutions according to strategy set by the Information Technology Director to enable the Information Technology Department to serve our customers effectively and efficiently.

**KEY RESPONSIBILITIES:**

Develop, organize, and direct the business functions of the Information Technology Department, including Client Services, Business Systems, Project Management and Administration.

Improve efficiency and effectiveness of the services provided by the Information Technology Department.

Identifies information technology issues and opportunities, analyzes problems and alternatives and develops sound conclusions and recommendations.

Assists the IT Director in the strategic planning, management, and direction of IT programs, services, and policies.

Identify and target procedural problems that may be solved or alleviated through the development and implementation of new policies or procedures

Works collectively across all department to eliminate silos.

Supervises a staff while mentoring and providing feedback to staff regarding expectations, performance, and professional development.

Provides leadership in evaluating complex technology strategies and developing strategic approaches that maximize city resources while bringing the best results.

Develops and maintains best practices and standards in process, design, architecture, and operations of all aspects of services-oriented information technology delivery.

Maintains the highest standards in technology-acquisition practices, including developing lasting relationships with the technology vendor community.

Works with peers in Information Technology to ensure an effective computer and network security plan for the city

Leads technology resumption planning efforts for critical city systems.

Sets priorities and allocates resources to meet staff needs in a timely, effective manner.

Significant budget management responsibilities. Manages an annual operating and capital budget for the Information Technology Department.

Develop influence with city departments in order to advance the implementation of technology.

May act for the Director of Information Technology in that individual's absence.

Performs other city duties as assigned.

### **QUALIFICATIONS:**

To perform a job in this classification, an individual must be able to perform the essential duties as generally described in the specification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties in a specific job. The requirements listed below are representative of the knowledge, skill and/or ability required.

#### **Knowledge of:**

- Extensive development and support of information technology services
- Breadth and depth of knowledge of current technologies, architectures, development and support processes and project delivery methodologies
- Principles, practices, methods and techniques applicable to long-range and strategic technology planning
- Advanced project management including principles, methods, and best practices in the development and operations of project and portfolio management function
- Fiscal planning, performance management and budget administration
- Methods and techniques of research, statistical analysis and report presentation
- Short and long term strategic planning

#### **Ability to:**

- Deliver exceptional leadership
- Communicate effectively verbally and in writing
- Successfully develop and maintain a very high level of service within a diverse team, including hiring, training, supervision, mentoring, and performance management
- Manage contracts and negotiation and the management of software and hardware vendors
- Communicate and negotiate in an outstanding manner, including the ability to express complex ideas clearly and concisely
- Demonstrate integrity to act as trusted advisor at the most senior levels in an organization and to represent the Director when required
- Demonstrate a dedicated commitment to "Customer Service"
- Develop and administer annual and long-range programs and budgets

- Establish and maintain cooperative relationships with those contacted in the course of the work
- Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs
- Exercise tact and diplomacy
- Influence participation and decisions from persons they do not manage
- Develop and strengthen networks and relationships, both inside and outside the organization
- Work well under pressure to meet deadlines

#### **EXPERIENCE AND EDUCATION:**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Demonstrated success in the development and implementation of business strategy in the delivery of Information Technology services.

and

Equivalent to a Bachelor's degree from an accredited college or university and seven years of progressively responsible experience or ten years of experience working in or with local or municipal government managing the delivery of Information Technology Services. Supervisory experience required.

#### **PHYSICAL/MENTAL DEMANDS AND ENVIRONMENTAL SETTING:**

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. An employee is frequently required to walk and stand. Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate office equipment as necessary during the course of the work assignments.

While performing the duties, employees of this class are regularly required to use written and oral communication skills; read and interpret financial and statistical data, information and documents; analyze and solve problems; use math and apply mathematical reasoning and abstract statistical concepts; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines; and interact with staff, Council members and others encountered in the course of work.

The employee works under typical office conditions and the noise level is usually quiet. Employees may be required to travel to work sites or other sites for meetings.

This is an at-will management classification.

DATE APPROVED: March 21, 2022