



DIRECTOR OF INFORMATION TECHNOLOGY

JC: 000153

PB: 12

FLSA: Exempt

BU: 95 (NR)

Created: March 2016

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 general direction, responsible for delivering critical long-term business strategies through the use of scientific analysis and critical examination of past practices and procedures including designing the overall core strategies, communication tools, and objectives within the Office of the Chief Information Officer; plans, directs, manages and oversees the activities and operations for the assigned Information Technology area related to the development and execution of knowledge management plans and complex technological implementation and integration projects; coordinates assigned activities with other departments and outside agencies; provides highly responsible, complex administrative and technical support to the Assistant General Manager, Information Technology; and performs related duties as assigned.

CLASS CHARACTERISTICS

This Director level classification is fully responsible for the administration and management of a major department. Classifications at this level generally guide operations through the establishment of objectives, policies, rules, methods and standards and manages, through subordinate managers and supervisors, all activities throughout the District related to the broad function of Information Technology. The incumbent is accountable for accomplishing all departmental goals and objectives and for furthering District goals and objectives within general policy guidelines. This classification is distinguished from the Assistant General Manager, Information Technology in the latter has overall responsibility for directing all District technology functions.

REPORTS TO

Assistant General Manager, Information Technology or designee.

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

1. Delivers a series of long-term business strategies that affect the business operations of BART department.

2. Manages and participates in the development and implementation of departmental goals, objectives, policies and priorities for each assigned division.
3. Establishes, within District policy, appropriate service and staffing levels; monitors and evaluates the efficiency and effectiveness of assigned area's service delivery methods and procedures, provides recommendations for improvement, and allocates resources accordingly.
4. Plans, directs and coordinates, through subordinate level staff, the assigned work plan; assigns projects and programmatic areas of responsibility; establishes clear responsibility for personnel safety programs and processes, reviews and evaluates work methods and procedures; assess and monitors workload: identifies opportunities for improvement; meets with key staff to identify and resolve problems: and directs and implements changes.
5. Participates in the development and optimization of business management systems; analyzes and utilizes data to make management decisions and measure organizational performance; enforces compliance with business processes; provides resources, data and expertise that contribute to the formulation and execution of District knowledge management processes and plans.
6. Designs overall core strategies, communication tools and objectives that drive projects and operations.
7. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of systems and maintains a very high level of technical expertise; provide strategic direction in the research, analysis, development and implementation of new technology; and manage and execute the resolution of complex technical problems.
8. Oversees and participates in the development and administration of the departmental budget; provides annual and long-range forecasts of funds needed for staffing, equipment, materials and supplies; approves expenditures and implements budgetary adjustments as appropriate and necessary.
9. In coordination of designated personnel manages and supports labor relations issues including Department and District labor-management relations, investigations, grievances and arbitrations, contracting notifications, and negotiations.
10. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
11. Monitors developments and legislation related to assigned areas of responsibility; evaluates impact upon District operations; recommends and implements policy and procedural improvements.

12. Represents the District to representatives of manufacturers, vendors, governmental agencies and professional and business organizations; coordinates assigned activities with those of other departments and outside agencies and organizations.
13. Provides responsible staff assistance to the Chief Information Officer; participates on various District management committees; prepares and presents staff reports and other necessary correspondence.

QUALIFICATIONS

Knowledge of:

- Management Governance Group
- Operations, principles, and activities of comprehensive enterprise technology programs
- Principles and practices of comprehensive knowledge management programs
- Principles and practices of design for assigned asset categories
- Principles and practices of modern technological maintenance management
- Principles and practices of project and contract management
- Principles and practices of program development and administration
- 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
- Wayside Worker Life Safety Systems
- Network and Datacenter Operations
- Cyber security Protections
- Digital Advertising and payment
- Fiber Optic Construction and license agreements
- Commercial Wireless Services Construction and License Agreement
- Managed Services Providers

Skill/Ability in:

- Managing comprehensive enterprise technology programs
- Managing technology design programs
- Managing maintenance programs
- Delivering capital projects
- Utilization and analysis of data as a basis for decision making
- 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
- Delegating authority and responsibility
- Selecting, supervising, training and evaluating staff
- 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

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- Using scientific analysis and critical thinking
- Negotiating and contract development

MINIMUM QUALIFICATIONS

Education:

Bachelor's degree in Information Technology, Law or Business or a similar field from an accredited college or university.

Experience:

Seven (7) years of (full-time equivalent) verifiable professional experience in the management of the identified technological area which must have included at least three (3) years of management and administrative experience.

Other Requirements:

Experience with enterprise technology activities in a public transit setting is highly desirable.

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; field environment; rail right of way environments; construction site environment; exposure to heat, cold, moving vehicle, electrical energy and inclement weather conditions.

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: 0110 – Computer/Information Systems Managers
Safety Sensitive: No