DIRECTOR OF TECHNOLOGY

JC: XF125
PB: 12
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 general direction, plans, directs, manages and oversees the activities and operations of the Information Technology Department including the mainframe data center, local/wide area network, microcomputers and business application computer system maintenance development, and client support; coordinates assigned activities with other departments and outside agencies; provides highly responsible and complex administrative support to the Assistant General Manager, Administration; and performs related duties as assigned.

CLASS CHARACTERISTICS

This single position manages, through subordinate managers and supervisors, all activities throughout the District related to the broad function of information systems as related to administrative and business-oriented applications and as contrasted with computer-based control systems related to operations applications. The incumbent is accountable for accomplishing departmental goals and objectives and 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 departmental services and activities including the development, implementation and maintenance of business computer system programs, applications and system security; recommends and administers policies and procedures.

2. Manages the development and implementation of departmental goals, objectives, policies and priorities for each assigned service area.

3. 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.

4. Plans, directs and coordinates, through subordinate level staff, the Information Technology Department's work plan; assigns projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures; meets with key staff to identify and resolve problems.

5. Assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements changes.

6. Manages business computer application development; receives and prioritizes requests for application development; oversees the development, testing and installation of applications.

7. Oversees the maintenance of data and information security; ensures on-going security on all business system operations.

8. Monitors developments and legislation related to assigned areas of responsibility; evaluates impact upon District operations; recommends and implements practice and procedural improvements.

9. Creates District policies and procedures relative to the use of all business information technology within BART including security, microcomputer guides, electronic mail and related system operations.

10. Manages the development, implementation and operation of the District's Data Center including the mainframe, local and wide area networks, file servers and microcomputers.

11. Directs the development of operating support functions including Help Desk and personal computer training.

12. Develops long and short range plans; assesses future needs; investigates emerging technologies; makes recommendations on developing new information technologies.

13. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.

14. Oversees and participates in the development and administration of the departmental budget; approves the forecast of funds needed for staffing, equipment, materials and supplies; approves expenditures and implements budgetary adjustments as appropriate and necessary.

15. Explains, justifies and defends departmental programs, policies and activities; negotiates and resolves sensitive and controversial issues.

16. Represents the Information Technology Department to other departments, elected officials and outside agencies; coordinates assigned activities with those of other departments and outside agencies and organizations.

17. Provides staff assistance to the Assistant General Manager, Administration; participates on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence.

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

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

QUALIFICATIONS

Knowledge of:
- Operations of a comprehensive information technology program including mainframe, local and wide area network, microcomputers, applications development and client support services
- Principles and practices of information technology programs, planning and development
- Methods and techniques of designing and developing complex administrative and business applications
- 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 information technology program
- Evaluating systems development, programming and computer operations activities
- 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

Other Requirements:
Must possess a valid California driver's license and have a satisfactory driving record.

MINIMUM QUALIFICATIONS

Education:
Possession of a bachelor's degree in computer science, mathematics, engineering, business administration or a closely related field from an accredited college or university.

Experience:
The equivalent of seven (7) years of (full-time equivalent) verifiable information technology program management experience, which must have included at least three (3) years of management and administrative 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 Ops Managers
Safety Sensitive: N