



## MANAGER OF TECHNICAL RESOURCES, PUBLICATIONS AND GRAPHICS

FC: TC110  
PB: 07

PC: 890  
BU: 31  
September 2002

*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**

Directs, manages, supervises and coordinates the activities and operations of the Technical Resources, Publications and Graphics Division within the Operations Liaison Department; including the technical library and specialized information technology system to coordinate assigned activities with other divisions, departments and outside agencies; provides highly responsible and complex administrative support to the Department Manager, Operations Technical Services, and performs related duties as assigned.

### **CLASS CHARACTERISTICS**

This single class provides supervision for professional staff engaged in presentation graphics, technical publications and library activities. The position also manages the development, implementation and maintenance of the District's Maintenance and Reliability Information System (MARIS), a data base system that analyzes performance and reliability of transit vehicles, automated fare collection equipment and other specified equipment and components. The incumbent is expected to exercise considerable latitude and independent judgment in the day-to-day conduct of the work. This class is distinguished from the Department Manager, Operations Liaison in that the latter has overall management responsibility for reliability, technical resources, capital projects, international consulting and Operations Financial Administration.

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

1. Assumes management responsibility for assigned services and activities of the Technical Resources, Publications and Graphics Division including the technical library and specialized information technology system.
2. Manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommends and administers policies and procedures.
3. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
4. Plans, directs, coordinates and reviews the work plan for assigned staff; assigns work activities, projects and programs; reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems.

5. Oversees the specialized information technology system and the installation of local area networks; coordinates all department personal computer hardware and software purchases.
6. Oversees the preparation of high-quality and professional-looking publications and camera ready art work.
7. Coordinates the modification and publication of technical manuals; oversees operation of the technical library.
8. Develops and writes applications for detailed analysis programs for the Operations Reliability Division.
9. Selects, trains, motivates and evaluates assigned technical personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
10. Oversees and participates in the development and administration of the division's annual budget; participates in the forecast of funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements adjustments.
11. Serves as the liaison for the Technical Resources, Publications and Graphics Division with other divisions, departments and outside agencies; negotiates and resolves sensitive and controversial issues.
12. Serves as staff on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence.
13. Provides responsible staff assistance to the Department Manager, Operations Technical Services.
14. Conducts a variety of organizational studies, investigations and operational studies; recommends modifications to technical production programs, policies and procedures as appropriate.
15. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of computer-based data management systems.
16. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

## **QUALIFICATIONS**

### **Knowledge of:**

Operational characteristics, services and activities of a comprehensive technical Publication and graphics program.

Principles, practice methods and techniques used in graphics, technology writing and library management.

Principles and practices of computer network operation.

Principles, practices and methods of database administration.

Principles and practices of program development and administration.

Methods and techniques used in graphics and technical writing.

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 in:**

Overseeing and participating in the management of a comprehensive Technical publication and graphics program.

Overseeing, directing and coordinating the work of lower level staff.

Installing modifications to computer-based data management systems.

Coordinating the use of specialized computer systems with other departments.

Coordinating the design and writing of application programs.

Selecting, supervising, training and evaluating staff.

Coordinating the modification and publication of technical manuals.

Participating in the development and administration of division goals, objectives and procedures.

Preparing and administering large program budgets.

Preparing clear and concise administrative and financial reports.

Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals.

Researching, analyzing and evaluating new service delivery methods and techniques.

Interpreting and applying 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.

**MINIMUM QUALIFICATIONS**

**Education:**

A Bachelor's degree in computer science or a closely related field from an accredited college or university.

**Experience:**

Five (5) years of (full-time equivalent) verifiable professional technical publication and graphics management experience which must have included at least two (2) years of administrative and supervisory responsibility.

**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:**

Requires maintaining physical conditions necessary for walking, standing, or sitting for prolonged periods of time.

**EEOC Code:02**