

**DIRECTOR OF SYSTEMS (9375)
TASK LIST 2020**

Supervision

1. Plans the work of subordinate supervisors and professional staff such as Application Programmers, Systems Analysts, Senior Systems Analysts, Systems Programmers, and Information Systems Managers I and other employees engaged in the development, implementation, and maintenance of information systems and infrastructure by assigning and directing work, taking into account the priority and difficulty level of each job, the skill set needed to complete the work, and the schedules and workloads of employees, and assigns work using automated systems, email, verbally, or in hardcopy format in order to ensure that the job receives the appropriate level of technical expertise and is completed in a timely manner.
2. Applies the principles of Equal Employment Opportunity (EEO) through the promotion of a positive work environment through training, discussion and monitoring employees' behavior regarding cultural diversity, sexual harassment, discrimination, and retaliation and taking appropriate corrective action when necessary to ensure compliance with City and department policies and procedures.
3. Counsels employees regarding personnel issues such as rule infractions or inappropriate conduct; and/or disciplines employees following departmental progressive disciplinary procedures in order to perform personnel policy functions.
4. Discusses completed work with employees, including quantity and quality, timeliness, and problems encountered; and provides verbal and/or written feedback in order to provide recognition of good/poor performance and to coach them for effective performance of current and future assignments.
5. Documents job performance of staff by evaluating employees in areas relevant to the job; performs employee evaluations and completes documentation; and discusses evaluations with the employee in order to provide feedback, identify developmental needs, and prepare employee for career advancement opportunities.
6. Communicates information to employees orally and in writing, including information from management such as policy changes or department objectives and priorities including, but not limited to, interpretations of City policies or memorandums of understanding (MOU), Executive Directives (ED) such as updated safety information, and training and promotional opportunities; listens to employee suggestions and concerns and follows-up as appropriate; discusses and coordinates activities of unit with other supervisors and/or other staff; and documents and

informs management of completed work activities, deviations from planned work, concerns, ideas, and suggestions in order to ensure everyone is provided relevant information.

7. Interviews job candidates for positions such as Application Programmer, Systems Analysts, Senior Systems Analyst, Systems Programmer, and Information Systems Manager I in order to make hiring recommendations and/or decisions based on factors such as technical knowledge and staffing needs.
8. Consults with executive management, the City Attorney's Office, the City Personnel Officer, and/or Union representatives over the phone, through email, and/or in-person to obtain and exchange information regarding liability or legal actions, employee grievances, and other personnel issues in order to ensure decisions are made in compliance with memorandums of understanding (MOU), laws, regulations, and policies.

Project Management

9. Writes and/or reviews reports completed by management, contractors/vendors or other staff, of cost benefit, effectiveness and feasibility studies, which outline the intended scope of a system and estimates of financial resources, personnel, time, and equipment required to complete future or current projects in order to ensure that a proposed project plan is feasible and can be successfully completed.
10. Meets with City representatives including elected and appointed officials, outside agencies, and/or vendors to determine department system needs, requirements, processes, and workflows for new, existing, or enhancements of systems, as needed, in order to support project goals and/or operational needs.
11. Writes Request for Proposals (RFP), Request for Bids (RFB), Request for Qualifications (RFQ), and Request for Information (RFI) based on user specifications and requirements and develops rating criterion for evaluating and scoring formal responses and quotes submitted by vendors and provides written recommendations to executive management, such as the Assistant General Manager (AGM) and/or General Manager (GM), of which vendor to use in order to ensure that the vendors procured for Information Technology (IT) services meets the needs of the department and/or the City.
12. Validates systems by performing pilot tests onsite, at the remote location, or online to ensure the system meets specifications and functions, as needed, prior to system implementation or to verify that completed work of vendors are done in accordance to contract specifications.

13. Attends meetings with task force(s) or executive management such as the Assistant General Manager (AGM) and/or General Manager (GM) to discuss the status of current or future projects in order to address operational needs including budget and to ensure that work gets completed on time and according to the project plan.
14. Proposes, tracks, and manages budgets for baseline, current, and future technology projects by reviewing the previous year's expenditure report to identify technology and staffing resources and costs; enters data into electronic spreadsheet in order to ensure that the technology budget is in line with the department's budget and priorities.
15. Creates and delivers presentations of proposed, current, and future projects by performing demonstrations of systems or presenting project proposals, budgets, and department use of technology to a variety of audiences including the public in order to inform them of project status.

Policy/Procedures

16. Participates in the development of Information Technology (IT) policies and procedures by writing comments and/or making revisions to proposed policy or procedures based on department needs and provides input to other members of City Information Technology (IT) committees in order to standardize IT operations.
17. Meets with other City department representatives and vendors, as needed, to provide input and recommendations on the establishment or renewal of Enterprise License Agreements (ELA) from vendors based on operational and procurement needs such as estimated department usage in order to ensure that proposed contracts meet department and City needs and budgets.
18. Makes recommendations for the implementation and adoption of new systems policies and procedures within the department such as computer and internet use, social media, and retention policies by writing memos to management in order to address department needs and to ensure consistency throughout the City.

Other

19. Attends technical conferences, conducts research, reads publications, meets with representatives of other government or public agencies, and/or attends public meetings in order to identify new technology that can be used to improve workflow and efficiency within the City.