

SNOHOMISH COUNTY JOB DESCRIPTION
INFORMATION TECHNOLOGY DEPUTY DIRECTOR

Spec No. 1123

BASIC FUNCTION

Assists the Director in planning, organizing, coordinating and providing day to day operations and management for the Department of Information Technology (DoIT).

STATEMENT OF ESSENTIAL JOB DUTIES

1. Works directly with Director to develop processes to solicit and generate ideas that leverage technology systems and improve services.
2. Provides collaborative solutions that can support timely evaluation of technology products and services, while providing concise measurements and evaluation protocols for county-wide systems.
3. Chairs the oversight committee(s) that govern IT project performance and progress, and coordinates the resolution of project issues with project sponsors, department/agency directors, and other stakeholders.
4. Manages assigned technology innovation initiatives and programs. Directs and oversees the completion of projects and programs as assigned.
5. Facilitates department collaborative sessions to develop innovation proposals and the support mechanisms necessary to complete them.
6. Works with other department directors, business leaders, and business stakeholders to achieve consensus and support for alignment between business and operational goals, and technology solutions and investments.
7. Advises internal clients on technology needs and new opportunities that enhance and streamline business plans, service improvements and increases customer access.
8. Assists in aligning objectives, goals, priorities, and deadlines for management; and reviews processes consistent with planning, budget and reporting processes.
9. Leads the development and execution of countywide pilots and testing for functional program areas as assigned by Director.
10. Facilitates the implementation of major technology changes for a smooth transition to new systems and environments; manages life-cycle planning, for new technology investments including planning for future retirement and replacement.
11. Evaluates departmental operations, proposes changes, prepares policies, and procedures as assigned.

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Spec No. 1123

STATEMENT OF ESSENTIAL JOB DUTIES (Continued)

12. Manages operational units or entire divisions within the department on a temporary basis, as required to successfully implement new technology or major operational changes.
13. Advises and make recommendations to the Director with hiring, discipline, transfer, and/or termination of employees.
14. Assists with the development and implementation standards that encourage operational consistency and reduced costs.
15. In the Director's absence, represents the department as the Director.
16. Performs other duties as required.

MINIMUM QUALIFICATIONS

A Bachelor's degree in computer science, information technology or related field; AND, six (6) years of experience in information technology, including at least two (2) years management/leadership experience; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities.

PREFERRED QUALIFICATIONS

Preferred experience in both public sector technology operations and IT consulting service delivery.

Minimum two (2) years as an IT project manager with proven knowledge of project management practices, methodologies, and disciplines.

SPECIAL REQUIREMENTS

Candidates for employment must successfully pass a criminal background investigation, which includes fingerprinting.

KNOWLEDGE AND ABILITIES

Knowledge of:

- information technology, IT trends and strategies
- advanced management principles relative to IT program planning, organization, operations, budgeting and administration
- IT governance and oversight models

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Spec No. 1123

KNOWLEDGE AND ABILITIES (Continued)

- voice and data network theory and principles
- strategic and Information Technology planning practices and principle;
- project management theory and principles
- authorizing environment within a government structure
- customer service and stakeholder engagement strategies
- data processing needs and requirements of governmental operations

Ability to:

- effectively plan, coordinate, manage, and evaluate the deployment of innovative change by leveraging new technologies and/or practices
- understand and actively support the Director
- execute the department strategy and influence the organization at the ground floor
- foster an innovative culture and encourage non-standard thinking
- plan, coordinate, manage, and evaluate the work of subordinate employees
- establish and maintain effective working relationships with elected officials, department directors, associates, and the general public
- communicate effectively orally and in writing
- work effectively across division and department lines to achieve goals
- organize facts and present findings, conclusions, and recommendations in a clear, concise, and logical manner
- prepare a variety of correspondence, reports, and other written materials
- read, interpret, and apply administrative directives, policies and procedures, county code, personnel rules, labor agreements and contracts
- exercise good judgment
- navigate through a complex, political organization
- investigate and resolve complaints in an effective and courteous manner
- offer pragmatic and practical suggestions for challenges and issues presented
- work under pressure and meet deadlines

SUPERVISION

The employee reports to and receives direction from the Director of DoIT. Work is evaluated through meetings, status reports and results obtained.

WORKING CONDITIONS

The work is performed in the usual office environment.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

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Class Established: April 2002

Revised: March 2015

Revised and Retitled: December 2016, Deputy Director of Information Services

EEO Category: 1 – Officials and Administrators

Pay Grade: 114 Management Exempt Pay Plan

Workers Comp: 5306 Non-Hazardous