Midpeninsula Regional Open Space District

INFORMATION TECHNOLOGY PROGRAM MANAGER

DEFINITION

Under general direction, plans, organizes, coordinates, and manages the Information Technology program and administrative activities; supervises the operation, cybersecurity, and business continuity of the District's IT infrastructure including systems, networks, and telecommunication; coordinates projects and activities with other District departments and outside agencies; provides highly responsible staff assistance to the Information Systems and Technology Manager in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Information Systems and Technology Manager. Exercises direct supervision over technical and professional staff.

CLASS CHARACTERISTICS

This classification is responsible for planning, organizing, and managing the operations of the information technology program. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities in overseeing the day-to-day operations of the program. Employees serve as a specialist, liaison, and advocate for the program, with regular contact and interactions with District senior management positions, other public agencies, public and private community organizations, regulatory and governmental agencies, and members of the public.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, develops, administers, implements, and oversees the daily functions, operations, and activities of the District's information technology program including systems, networks, and telecommunications.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the program; recommends within department policy, appropriate service, and staffing levels; recommends and administers policies and procedures.
- Develops, administers, and oversees program budget(s); determines funding needed for staffing, equipment, materials, and supplies; conducts studies to forecast spending and cost benefits for assigned special projects and potential services; monitors expenditures and submits invoices for supplies and equipment; ensures compliance with budgeted funding.
- Supervises technical staff by assigning and prioritizing work, conducting performance evaluations, providing training, and making recommendations on hiring, disciplinary actions, and terminations.
- Leads district-wide technology initiatives by guiding cross-functional teams, managing project risks, and ensuring alignment with organizational goals.

- Develops and enforces cybersecurity strategies, policies, and procedures to protect systems and data; monitors threats, manages security for applications, and coordinates incident response and awareness training.
- Collaborates with management to develop and implement long-term IT strategies, policies, and procedures that support organizational objectives.
- Oversees IT governance by managing technology investments, prioritizing projects, and ensuring delivery of high-quality solutions that meet user expectations.
- Develops and manages operating and capital budgets for IT programs; reviews and approves expenditures, negotiates contracts, and ensures fiscal responsibility.
- Manages disaster recovery and business continuity planning, including testing and execution of strategies to ensure system resilience.
- Conducts needs assessments for district-wide IT technologies; evaluates requirements and recommends solutions aligned with operational goals.
- Oversees procurement and asset management by ordering hardware, managing inventory, and ensuring timely deployment of IT equipment.
- Coordinates vendor relationships by reviewing proposals, negotiating contracts, and authorizing payments for services and solutions.
- Supports audio-visual services and remote meeting technologies to ensure reliable operation of conferencing platforms and hybrid meeting environments.
- Implements and maintains information governance practices to ensure compliance with data protection standards and security protocols.
- Reviews construction documentation for new buildings and coordinates IT infrastructure planning, including network readiness and technology deployments.
- Participates in organizational processes such as staff reviews, interview panels, and preparation of reports related to IT operations and initiatives.
- Serves as liaison for assigned functions with other District departments, divisions, and outside agencies; provides staff support to commissions, committees, and task forces, as required.
- Provides highly complex staff assistance to the Information Systems and Technology Manager; prepares reports and correspondence concerning new or ongoing programs and program effectiveness; prepares statistical reports as required; establishes and maintains working and official program files; ensures the proper documentation of operations and activities.
- Represents the District in meetings with members of other public and private organizations, community groups, contractors, and the public.
- Attends and participates in professional group meetings; stays abreast of contemporary trends and innovations in the field of information systems, cybersecurity, and networks.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Evaluates emerging AI technologies and recommends AI solutions by assessing operational needs, ensuring adherence to District standards and cybersecurity requirements.
- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.

- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of budget development and administration.
- Principles and practices of contract administration and management.
- General principles of risk management related to the functions of the assigned area.
- Principles and practices of IT governance, strategic planning, and technology portfolio management.
- Cybersecurity frameworks, threat detection methodologies, and incident response protocols.
- Network architecture, systems administration, and infrastructure design for enterprise environments.
- Disaster recovery and business continuity planning.
- Procurement processes, asset lifecycle management, and inventory control for IT equipment and software.
- Project and program management techniques for technology initiatives and cross-functional teams.
- Audio-visual systems, conferencing platforms, and hybrid meeting technologies.
- Data privacy regulations, information governance standards, and compliance requirements.
- Public sector operations and inter-agency collaboration practices.
- Emerging technologies such as cloud computing, AI, and automation tools and their impact on IT operations.
- Complex arithmetic and statistical techniques.
- Research methods and techniques.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned program.
- Record keeping principles and procedures.
- Methods and techniques of preparing technical and administrative reports, and general business correspondence.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- District and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, oversee, develop, implement, and administer a comprehensive information technology program.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Prepare and administer budgets; allocate limited resources in a cost-effective manner.
- Conduct strategic planning for assigned projects.
- Plan, organize, and manage complex IT projects and initiatives across multiple departments.
- Develop and implement cybersecurity policies, monitor threats, and coordinate incident response effectively.
- Analyze organizational technology needs and recommend scalable, secure solutions.
- Negotiate and administer vendor contracts, evaluate proposals, and maintain positive vendor relationships.

- Oversee procurement and asset lifecycle management for IT hardware and software.
- Communicate technical concepts clearly to non-technical audiences and build consensus among stakeholders.
- Adapt to rapidly changing technologies and organizational priorities while maintaining service continuity.
- Make sound, timely decisions under pressure during critical incidents or system outages.
- Ensure compliance with data privacy regulations and information governance standards.
- Utilize emerging technologies, including cloud computing and AI, to improve efficiency and security.
- Train and support end users to promote adoption of technology and cybersecurity awareness.
- Design and implement disaster recovery and business continuity strategies to safeguard IT operations.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare, maintain, and update accurate detailed records and files.
- Interpret and evaluate statistical data.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the division and the District in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science, information technology, or a closely related field.

Experience:

- Seven (7) years of increasingly responsible experience with information technology management, systems integration, project management, and security with three (3) years at a supervisory or lead level.

Licenses and Certifications:

- Possession of a valid California Driver's License to be maintained throughout employment.

PHYSICAL DEMANDS
Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various district sites; vision to read printed materials and a computer screen, as well as interpret colored warning and alarm lights on computer equipment; and hearing

and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 40 pounds.

ENVIRONMENTAL CONDITIONS

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may be required to travel to District field sites where exposure to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, and mechanical and/or electrical hazards are possible. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

EFFECTIVE: December 2010
REVISED: October 2026
FLSA: Exempt