**Class Summary**

The responsibilities of this classification include managing and providing overall direction and guidance to the Transit Division’s Systems Development and Operations group which manages business technology projects from project conception through procurement, design, testing and implementation, and provides program management, operational support and system life cycle management for designated post production systems.

**Distinguishing Characteristics**

This is a single level classification. Work involves providing technology planning and strategic analysis and managing information technology projects that transcend the full range of Transit operations and interface with multiple Department of Transportation (DOT) and County systems. Work includes directing multiple concurrent projects; managing the full project development life-cycle; and ensuring project completion within authorized scope, schedule and budget. Upon system implementation, oversee and manage ongoing systems operation, administration, troubleshooting and enhancement. Work requires providing expert level analysis in the evaluation, prioritization, selection and implementation of broad-scope technological and business process solutions; achieving system performance improvement, functionality and operational goals, and establishing the systems and processes required to fulfill those goals. Work also requires determining, ensuring and allocating all required personnel, financial and technology resources; supervising unit staff; ensuring compliance and establishing procedures consistent with all Transit, DOT and County IT development standards, operating policies and procedures as well as applicable local, state and federal regulations; analyzing, forecasting and reporting on project status, integration issues, operating risks, cost trends and performance metrics; and participating as a key member of the Transit management team. Work is performed independently under the general supervision of the Transit General Manager and coordinates system development initiatives and operations with the DOT IT Service Delivery Manager.

**Examples of Duties**

1. Provide technology planning and strategic analysis to assist the division to address and manage its technology-related business needs, investments and priorities; consult with Transit General Manager, division management and other stakeholders on complex business and management issues regarding or affecting business systems and technologies, and provide expert analysis to support the evaluation, prioritization, selection and implementation of technological and business process solutions to resolve those issues.
2. Support management team with expert technical and strategic assistance in planning and prioritizing technology investments and implementing selected initiatives to support the Transit Business Plan; assess and manage risk and organizational capacity to meet strategic objectives; develop capital and operating budget proposals to support Transit enterprise needs and priorities.
3. Ensures ongoing viability of business systems across the division, assist in prioritization of technology investments and development and execution of project initiatives to support those needs; perform broader analysis to support strategic decisions about technology life cycles, market availability of suitable technologies, feasibility of implementation, and the applicability and deployment of standards and best practices.
4. Conduct broad-scope business and operational needs assessments and recommend technology solutions to support division goals and performance expectations; supervise and conduct various assessments of technical feasibility, alternatives analyses, organizational impact, risk exposure and possible procurement strategies for project development proposals.
5. Prepare, present and justify the project business need and development plan to the PRB, CIO, DOT management and system stakeholders; review and approve project documents submitted to the PRB and make project presentations to the PRB and CIO; provide briefings to PRB members, CIO, Transit General Manager, DOT IT SDM and PAO; makes periodic reports to the PRB, CIO and Council.
6. Manage multiple systems development projects; determine project scope, schedule and budget; manage and monitor master project schedules, cross-project dependencies and mitigate unintended cross-project impacts; assess, manage and mitigate shared hardware, software, network, equipment, data, functionality, operations and business process integration issues.
7. Oversee project managers’ technology procurements and contracts; participate in the development of RFPs, RFQs and award of contracts; negotiate contract terms, system specifications and functionalities and acceptance criteria; monitor execution of contract and progress of work; oversee and approve change order processes, assess financial impacts, and monitor open issues to ensure their resolution; evaluate contractor performance, provide recommendations on milestone acceptance and approval/withholding of progress payments; determine acceptability of deliverables; negotiate and resolve contractor issues and performance problems.
8. Lead contract negotiation team in close collaboration with the PAO and Procurement Services; work with PAO to consult on legal strategies, assess project risks, and scenario development; consult with and advise the Transit General Manager and CIO regarding changing situations and evolving project contingencies.
9. Manage project teams; review and ensure appropriate systems analyses, documentation, development strategies, quality standards and adherence to systems development policies, procedures and protocols; assist staff anticipate, identify and manage potential deviations from projects, defined scope, schedule or budget; analyze project risk, develop mitigation plans and identify alternate solutions; serve as the escalation point within Transit on development problems and issues.
10. Manage ongoing systems operations, enhancement and troubleshooting; guide operations staff engaged in business-side functional analyses, process re-engineering, system testing, and data validation and processing analyses; help define and implement key performance measures and assess staff performance; coordinate systems operation and administration requirements with business and IT stakeholders; manage vendor service agreements and resolve vendor service delivery problems as required.
11. Manage unit personnel administration including hiring, firing, counseling discipline, approving leaves, special accommodations and alternate work schedules; balance workloads and reassign resources as needed; create harmonious working relationships with multiple collective bargaining units and ensure consistent application of labor policies, contract provisions and hiring guidelines; fulfill required responsibilities in grievance and arbitration processing and adjudication.
12. Provide guidance and direction to subordinate supervisors and other staff concerning complex or sensitive issues and problems; serve as escalation point for issues, intervene in project activities or team member relationships as necessary, to provide course correction or help members and team identify priorities, resolve problems and determine next steps; establish work performance standards and initiate corrective actions when required; review existing operational and administrative policies and procedures, and recommend improvements or modifications to higher-level management.
13. Provide supporting data and recommendations to management in the formulation of the information technology operating and capital improvement budgets; manage and administer work unit budget; authorize expenditures within designated authority level; monitor budget and maintain expenditures within approved levels; manage and administer vendor service, supply and other related contracts as required
14. Participate and represent the Transit SDO Unit in a wide variety of internal and external work groups, project teams, committees and task forces.
15. Perform other duties as assigned.

**Knowledge/Skills**

Knowledge of large-scale IT project development life-cycles and management principles, techniques and approaches

Knowledge of mass transit business operations, processes and strategic information requirements

Knowledge of information system analysis, design, deployment and implementation strategies

Knowledge of IT contracting and solution providers

Knowledge of the IT environment and business operations, policies and procedures of the Transit Division, including the interdependencies between systems, data interfaces and dependencies, transit business processes and organizational relationships

Knowledge of risk assessment, risk mitigation and risk management, including technical, legal, financial and organizational risks

Knowledge of human resources management, supervisory principles and federal, state and local laws related to employment, civil rights and affirmative action

Knowledge of the principles, practices and techniques of labor relations that include interest-based or collaborative labor negotiations as well as grievance and arbitration processes

Knowledge of workforce planning and budget administration

Knowledge of customer-services principles and techniques

Ability to communicate effectively, in person and in writing

Skill in planning and delegating work assignments

Skill in conflict resolution, problem solving and negotiation

Skill in statistical, operational, business and process analyses

Skill in handling multiple competing priorities

Skill in establishing and maintaining effective working relationships and team building

Skill in staff development and training

Skill in working with a variety of individuals from diverse backgrounds

Ability to work independently and as a team member

Skill in using current office software programs including word processing, spreadsheet, database and email

**Education and Experience Requirements**

A Bachelor’s degree in Information Technology, Business Administration, or a related field and a minimum of five years experience in IT management/leadership position

OR any combination of education and experience that clearly demonstrates the ability to perform the job duties of the classification

**Licensing, Certification and Other Requirements**

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required.

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| **FLSA Designation** | Exempt (Administrative) |
| **Service Status** | Career Service |
| **EEO Code** | 2 |
| **Levels within same series** | None |
| **Class History** | Created 11/2013 |