



## Director of Information Services Classification Specification

### **JOB SUMMARY:**

Under administrative direction of the Chief Executive Officer, the Director of Information Services directs, plans, organizes, and supervises all functions and operations of the County's centralized Information Services Department, including information, network and communication systems; oversees the operations, budget, and staff of the department; and provides enterprise-level leadership to ensure County information systems, technology investments, and system upgrades are aligned with Board of Supervisors priorities, County strategic goals, and operational efficiencies.

### **DISTINGUISHING CHARACTERISTICS:**

The Director of Information Services is an at-will classification responsible for providing executive leadership and strategic direction for Countywide information, digital, and technology services. This position is distinguished by its enterprise-wide scope and authority, and its role as a trusted advisor to the County Executive Officer and the Board of Supervisors. Unlike positions focused on technical operations or services delivery, the Director of Information Services provides executive leadership to align technology, data, and digital services with the County Strategic Plan; oversees enterprise information Systems and cybersecurity risk; and ensures technology investments support efficient, secure, and sustainable County operations; and serves as the Chief Information Officer.

This position requires a high degree of initiative, independent judgment, discretion, in formulating policy, resolving complex cross-departmental issues, and balancing competing organizational priorities.

### **SUPERVISION EXERCISED:**

Exercises management level supervision over subordinate supervisors and professional staff.

### **EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:**

*(Duties may include but are not limited to the following:)*

- Plan, organize, implement, direct, evaluate and supervise the operations, activities and staff of the department, including information systems such as telecommunication, network services, desktop computer operations, data administration, training, application support and development, information technology acquisition, geographic information system (GIS), cybersecurity and public safety microwave systems and related infrastructure.
- Carry out supervisory responsibility in accordance with policies, procedures and applicable laws including interviewing, hiring and training, planning, assigning and directing work; appraising performance, including coaching counseling, and mentoring; rewarding and disciplining employees; addressing complaints and resolving problems.
- Establishes Countywide information and digital services strategy, governance frameworks, and performance objectives aligned with the County Strategic Plan and Board of Supervisors and Chief Executive Officer's priorities.
- Consults with and advises the Technical Advisory Committee and other department heads or elected officials regarding the feasibility and cost effectiveness of utilizing computer systems; recommends priorities for the use of resources.
- Lead efforts to streamline, consolidate, and standardize software systems across departments to reduce redundancies, improve efficiency, and lower total cost of ownership.
- Ensure departments are fully utilizing the capabilities of existing software before recommending additional purchases or new platforms.
- Direct the management of information technology research, development, conversion, installation, and maintenance projects. Provides expertise and technical leadership to all County departments in the areas of information and communications systems, management and organization.
- Conducts or directs analytical studies of Information Systems activities; develops and reviews reports of findings, alternatives and recommendations.
- Ensure County information systems collectively operate as a coordinated enterprise environment rather than isolated departmental solutions.
- Advise the Chief Executive Officer, Technical Advisory Committee, and the Board of Supervisors in the development and implementation of programs, policies and procedures related to all phases of information technology services.
- Establishes and oversees an enterprise cybersecurity and information risk management program, including governance, compliance, incident response, and executive-level reporting to protect County systems, data, and services.

- Consult with Chief Executive Officer, Board of Supervisors and department heads regarding the feasibility and cost effectiveness of information technology systems.
- Directs the planning and oversight of enterprise infrastructure, applications, platforms to ensure reliability, scalability, security, and long-term sustainability in support County operations.
- Develops and administers the department budget; oversees technology investments to ensure fiscal responsibility, value realization, and alignment with Countywide priorities.
- Represent the County and the department in meetings with representatives of governmental agencies, professional and business organizations, employee organizations, and the public.
- Develop, communicate, and monitor policies, procedures, and standards for the department; recommend improvement when necessary.
- Review operating policies, procedures, and techniques to determine effectiveness.
- Leads cross-departmental collaboration to advance enterprise initiatives, shared platforms, and integrated digital services that improve efficiency, accessibility, and services
- Confer with management to keep them informed on key issues and progress toward objectives and to gain their support and approval; makes recommendations to assist management in making needed improvements.
- Participate in, and serve as a member of, a variety of committees and groups.
- Perform other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

- General Office Equipment
- Vehicle

**MINIMUM QUALIFICATIONS REQUIRED**

**Education and Experience:**

Bachelor's degree from an accredited four-year college or university in Computer Science, Public Administration, Business Administration, or a related field; and, six (6) years of progressively responsible management-level experience in government entity, including program planning and evaluation, budget management, personnel and performance management, and policy development.

Substitution: A combination of ten (10) years of directly related education, training, and management-level experience performing progressively responsible duties in a government entity, including program planning and evaluation, budget management, personnel and performance management, and policy development, that would provide the knowledge skills and abilities necessary to effectively perform the duties of the job.

**Licenses and Certifications:**

Valid Driver's License

**KNOWLEDGE, SKILLS, AND ABILITIES**

**Knowledge of:**

- Operations, services, and activities of comprehensive technology and communications systems and related supportive services.
- Best practices for managing the implementation and ongoing support of information technology.
- Enterprise architecture, system integration, and information systems governance in a public sector environment.
- Aligning information technology investments with organizational strategy, policy objectives, and governing body priorities.
- Principles and techniques of management, including program planning, implementation and administration and employee supervision including work planning, performance evaluation, and training.
- Principles, regulations and concepts of government purchasing and public contract management.
- Applicable state, federal and local ordinances, laws, rules and regulations.
- Administrative principles and methods, including goal setting, program development and implementation and employee supervision.
- Principles and practices of staff administration in the public sector necessary to select, direct, supervise, train, and evaluate a diverse, multidisciplinary staff through subordinate managers; effective training models and staff development practices.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

- Financial and legal requirements applicable to the work including budgetary principles and procedures.
- Proper English usage and grammar; standard business arithmetic, including percentages and decimals.
- All computer applications and hardware related to performance of the essential functions of the job.

**Skill in:**

- Long-range systems planning and forecasting in all aspects of the department.
- Developing and enforcing Countywide technology standards while balancing departmental operational needs.
- Evaluating enterprise software solutions and negotiation technology investments to achieve Countywide efficiencies.
- Applying principles of leadership, motivation, team building and conflict resolution.
- Developing, implementing and interpreting goals, objectives, policies, procedures, work standards and internal controls.
- Analyzing complex problems, evaluating alternatives and making creative recommendations.
- Researching, compiling, interpreting and summarizing a variety of informational and statistical data and materials.
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Exercising tact, discretion, and sound independent judgment within established policy guidelines and legal constraints.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Advanced interpersonal skills to provide effective leadership to subordinate staff and to develop cooperative working relationships with employees, senior management, elected officials, and outside agencies.
- Preparing clear and concise reports, correspondence and other written materials.

**Mental and Physical Abilities:**

- Exercise and independently apply sound, unbiased judgment.
- Evaluate and analyze complex issues accurately and take effective action.
- Take initiative in carrying out direction and in formulating creative solutions to problems.
- Plan, organize, and oversee departmental activities.
- Gain cooperation through discussion and persuasion.
- Read, analyze and interpret professional periodicals and journals, technical procedures and government regulations.
- Represent the department and county effectively in meetings including making effective presentations to and facilitating groups.
- Respond to stressful and sensitive situations in a professional and confidential manner.
- Prepare clear, concise, and comprehensive reports, correspondence, and recommendations.
- Understand and carry out written and oral instructions, giving close attention to detail and accuracy.
- Delegate authority to staff.
- Communicate effectively both verbally and in writing.
- Collect, interpret and evaluate data and identify and evaluate variables.
- Formulate policies and plan, coordinate and initiate actions necessary to implement decisions.
- Apply concepts such as fractions, percentages, ratios and proportions to practical situations.
- Write clear, concise and comprehensive reports, correspondence, technical reports and program plans.
- While performing the essential functions of this job, the incumbent is regularly required to: walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift above and below the neck objects weighing up to 20 pounds.

**Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet but may be loud at times and at some locations.

Incumbents may be required to work weekends, special events, on-call or outside of normal work schedule.

Employees who operate a vehicle for County business must possess and maintain a valid California driver's license appropriate for the class of vehicle driven and meet the County's automobile insurability requirements. If driving is not a required duty, alternative transportation arrangements may be considered.

**ADDITIONAL INFORMATION:**

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Director of Information Services

CLASS CODE: 0226

DEPARTMENT: Information Services

REPORTS TO: Chief Executive Officer

FLSA STATUS: Exempt

CIVIL SERVICE: No

BARGAINING UNIT: Unrepresented

ADOPTED: 3.23.2021; REV: 02.2026

History Notes: SB1100 6/25