**Class Summary**

The IT Manager - Senior leads multiple system maintenance, support, development, production operations, delivery, and/or business resource planning (ERP) business functional/technical areas through IT Managers, managed service providers, and/or individual contributors; collaborates with functional area leaders, solutions architects, project and product managers, and/or IT engineers on cross-functional projects and continuous improvement initiatives that deliver enterprise-wide solutions; executes infrastructure, solutions design, service, operations, architecture, and/or business process activity implementation; ensures solutions fit business needs, align with organizational and business strategy, technology/functional direction, and are sustained by operational support; and may assign IT Managers and individual contributors to cross-functional project or program teams.

**Distinguishing Characteristics**

This is the second level in a three-level classification series. This classification is distinguished from the IT Manager - Principal classification in that incumbents in the IT Manager - Principal act on behalf of division directors and deputies with the highest level of delegated responsibility and accountability and oversee Senior IT Manager(s), IT Manager(s), and/or individual contributors.

**Examples of Duties**

1. **Span of Control:** Responsible for multiple functional/technical areas and may oversee a section containing three or more lines of business and/or team(s) with broad or enterprise-wide strategic impact; leads teams of IT Managers and selected individual contributors roles as necessary.
2. **Span of Authority/People Management:** Mentors, coaches, and leads managers and staff; hires direct reports; reviews workforce plans developed by IT Managers; provides guidance and coaching on career paths, development plans, goals, and measurements for managers; provides an escalation point for performance issues and discipline, including any engagement with labor to resolve issues; develops organizational design/models; ensures that resources are available to meet customer demand; provides regular employee development and performance checks at the individual contributor or IT Manager level; and leads organizational improvement activities for their assigned lines of business, functional areas, or section, including team cohesion, employee engagement, conflict resolution, equity and social justice (ESJ), and modelling of County wide, Department, and Division values.
3. **Budget Responsibility:** Develops financial models and annual/biennial budgets for their section; supports strategic planning and implementation of department budget; monitors budgets, procurement, and spend/burn rates; maintains accountability for financial outcomes of the organization as it relates to their team and lines of business, and as it supports other divisions within the department; works directly with the Principal IT Manager, department/division director, and finance manager for budget oversight and approval; and manages third party contract spend and resources.
4. **Strategic Planning:** Leads strategy development and implementation at the section level; designs work to satisfy both customer/business needs and to improve and adapt services to changing technology; aligns to department and county strategic plans and guides IT Managers in implementation; and partners and collaborates across multiple functions with business leaders to deliver on strategy.
5. **Business Representation/Organizational Interaction and Collaboration:** Represents their sections(s) on a variety of issues before internal and external stakeholders; provides technical, project, and process guidance to peers, business partners, and customers; oversees portfolio management and tracking to align with business priorities; mitigates risk, cost of service issues, and identifies efficiencies; and collaborates with peers, business leaders, and customers to assess and streamline processes.
6. **Escalation:** Responsible for resolution of major incidents, issues, escalations, and problem management post-incident; and oversees prioritization and resource/project competition issues.
7. **Scope, Impact, and Accountability:** Manages implementation plan for their section(s); maintains responsibility and accountability for executing work plans, commitments, and objectives; ensures compliance with relevant policies, procedures, and local, state, and federal laws; drives continuous process improvement and innovation by identifying inefficiencies in current processes; improves agility of the team; and adopts industry trends for innovation by seeking out different ways to leverage current and relevant technological advances.
8. Perform other duties as assigned.

**Knowledge/Skills**

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**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** | IT Manager, IT Manager-Senior, IT Manager-Principal |
| **Class History** | 08/2022 - Created |