ASSISTANT GENERAL MANAGER DEPARTMENT OF INFORMATION SERVICES, 1395

Summary of Duties : Directs and coordinates the activities of a major division of the Department of Information Services; and does related work.

Distinguishing Features : An employee of this class is responsible for planning, directing, and coordinating all functions of a major organizational unit in the Department of Information Services. An incumbent of this class reports directly to the General Manager Department of Information Services and, in the absence of the General Manager, may direct the work of the Department. Employees in this class receive policy directives from the General Manager and are responsible for carrying out these directives. They exercise considerable independent judgment in solving Division administrative and technical problems with the exception of those with important policy implications. They may advise the General Manager on project feasibility, optimum utilization of Department personnel and equipment, resources, and other specialized or technical questions. Their work is evaluated in terms of the effectiveness of the Division's operation and its contribution to the achievement of overall organizational goals.

Examples of Duties : Directs, through subordinate section heads, a technical systems staff which provides liaison with user departments and the City Administrative Officer for the development of detailed feasibility studies for the recommendations on proposed electronic data processing systems and an administrative staff which prepares the Department's budget, controls expenditures, prepares time-cost estimates on proposed electronic data processing systems and develops a variety of financial and administrative studies and reports; directs long-range planning and data base development activities; directs the development of personnel productivity standards and hardware utilization measurement systems; directs the reporting of personnel and hardware utilization; directs project control activities for the Department; directs the development of Department policy and procedure manuals; coordinates facilities planning; directs the establishment of security systems and procedures; directs the Department's personnel programs and activities including the training program; directs all accounting, billing and purchasing activities for the Department; administers the maintenance of an inventory control system; directs a management reporting system which reflects the status of Department projects and activities; directs research into new technology, both hardware and software, as well as applica- tions standards; directs project control and work order control activities for the Department; directs and coordinates,through subordinate section heads, the systems analysis and design activities
for electronic data processing systems proposed by City departments and/or by executive directives of the Mayor or Council; directs the modification and maintenance of existing systems; directs the programming of electronic data processing applications; directs the testing of new programs and trial and parallel runs;

Directs, through subordinate section heads, the activities of the Department of Information Services involved in the operation of large, complex computer systems, representing a variety of manufacturers, and operated on a 7-day, 3-shift basis; directs support operation activities which include process control such as the staging and scheduling of jobs and operation of equipment such as data conversion, EAM, optical character reading, computer output microfilm, printing and post-processing equipment; directs Data Control activities which include the control of input data and the verification and output distribution of processed data; provides user coordination to many City departments and other user agencies for operations planning, remote equipment installation and interface, scheduling, critical resource control, records retention and problem resolution; directs activities of systems programming which develops, selects and maintains executive, supervisory, monitoring, utility and teleprocessing programs and provides technical assistance for both hardware and software interface;

Provides technical direction and direction on policy matters to subordinates; reviews and evaluates the work of subordinates and the efficiency of the Division; recommends and implements improvements in Division operations; determines objectives, policies, methods and procedures for the Division; recommends priorities on projects to be performed by Division staff, and prepares and reviews reports on the status of projects and Division activities.

As a member of management, analyzes and determines impact of employee representatives' proposals on Department operations; fulfills management affirmative action responsibilities as set forth in the City's Affirmative Action Program; and may occasionally be assigned to other duties or to meet technological changes or emergencies.

Qualifications : A good knowledge of the principles and practices involved in the administration of a large advanced technology multicomputer operations center and the coordination of electronic data processing equipment operations with the activities of systems software programming and systems analysis, design and programming; a good knowledge of the operation, uses, and capabilities of large and small scale computer systems such as the IBM 370 Series and supporting equipment, and the techniques used in methods and systems analysis, design, and modification; a good knowledge of new developments in computer methodology and technology; a good knowledge of the theory and principles of organization and management; a good knowledge of budgeting and financial administration, personnel administration, and administrative analysis; a good knowledge of the effective methods involved in directing a staff of administrative and/or technical personnel and coordinating their efforts with those of other organizational units; a good knowledge of the laws and regulations related to equal employment opportunity and affirmative action; a good knowledge of City personnel rules, policies, and procedures; a good knowledge of safety principles and practices; a working knowledge of the capabilities, uses, and limitations of operating systems software; a working knowledge of data control methods and procedures; a working knowledge of data conversion techniques and procedures; a working knowledge of the techniques involved in developing programming standards and aids; a working knowledge of the provisions of Memoranda of Understanding as they relate to

subordinates; a general knowledge of cost accounting and purchasing; and the ability to effectively plan, direct, and coordinate the activities of administrative, technical, and support personnel; the ability to exercise sound administrative judgment, originality, and initiative in the development of new methods and procedures and in the solution of difficult problems; the ability to ensure that timetables and schedules for project completion are met; the ability to prepare and present oral and written reports and recommendations concisely and logically; and the ability to deal tactfully and effectively with subordinates, public officials, representatives of other governmental agencies and the general public; the ability to provide comprehensive job orientation to new employees; the ability to develop subordinates through training and performance feedback; the ability to motivate subordinates to work productively and efficiently; and the ability to utilize the full range of subordinates' skills.

Two years as an Information Systems Manager or in a class which is at least at that level and which provides experience in the management of a data processing organizational unit is required.

Appointment to a position in this class is subject to a one-year probationary period as provided by Section 109 of the City Charter.

<u>License</u>: A valid California driver's license may be required.

<u>Physical Requirements</u>: Strength to perform lifting up to 5\pounds and occasionally over 15 pounds; good speaking and hearing ability; and good eyesight.

Persons with medical limitations may, with reasonable accommodations, be capable of performing the duties of some of the positions in this class. Such determination must be made on an individual basis in light of the person's limitations, the requirements of the position, and the appointing authority's ability to effect reasonable accommodations to the person's limitations.

    As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties and responsibilities of any position shall be.

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             OF INFORMATION SERVICES, 1395

Date: 03-04-86;

Operator: Kathleen

Board Date: