



## Salt Lake County Job Description

### Associate Division Director – IS Operations

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**DEPARTMENT:** Administrative Services

**DIVISION:** Information Services/6050

**JOB CODE:** 804 **GRADE:** 018

**FLSA STATUS:** Exempt

**SALARY PLAN:** GEN

**EFFECTIVE DATE:** 10/10/2013

**SAFETY SENSITIVE:** No

#### **JOB SUMMARY**

In conjunction with the Division Director, guides the overall direction, growth, budget, and culture of the division. Manages division programs, personnel, and initiatives. Leads the strategic planning process of programs to meet goals and objectives.

#### **MINIMUM QUALIFICATIONS**

Bachelor's degree from an accredited college or university in Finance, Business Management, Information Systems, or other closely related field, plus six (6) years of related experience, of which two (2) years must have been supervisory or administrative; OR an equivalent combination of related education and experience. Education may not be substituted for the required supervisory experience.

#### **ESSENTIAL FUNCTIONS**

*The following duties and responsibilities are intended to be representative of the work performed by the incumbent(s) in this position and are not all-inclusive. The omission of specific duties and responsibilities will not preclude it from the position.*

*Applicants must be prepared to demonstrate the ability to perform the essential functions of the job with or without a reasonable accommodation.*

- Assists in the overall leadership of the division by providing input in the areas of planning, staffing, program development, budgeting and total division operation.
- Assists with and implements strategic initiatives and goals for the division.
- Keeps the Division Director apprised of the organizational climate, identifies problems, either actual or anticipated and provides consultative assistance.
- Oversees, directs, and provides continuous oversight for the development and operation of assigned programs.
- Evaluates the allocation of division staffing resources and makes recommendations for effective and efficient service delivery.
- Assists with monitoring and managing the division's budget; ensures the finance and accounting team consistently and correctly represent the non-discretionary and discretionary plans, budget, and forecasts; acts as a control point and validates projects.

- Manages, directs, and coordinates activities through managers and supervisors, which includes hiring, firing, promoting, orienting, training, assigning and reviewing work performance, annual work performance appraisal and discipline.
- Assists with the development of, makes recommendations and implements policies and procedures necessary to the effective management and operation of the Division.
- Ensures compliance with policies, procedures, laws and regulations.
- Establishes and maintains effective working relationships with internal and external stakeholders.
- Assists in defining standards of performance for each functional area, establishes information technology portfolio performance metrics, measures and reports deliverable performance.
- Supports execution of the portfolio management framework strategy to include resource capacity planning, governance, and portfolio balancing and alignment.
- Holds all infrastructure, applications, security, operations and senior leadership accountable to accurate timekeeping.
- Plans, establishes, and manages finance and process governance functions. Develops, implements, and maintains frameworks, processes, and enabling technologies for project justification and prioritization, demand management, investment portfolio prioritization, resource planning and management, change management, operating policies, operating principles and standards, and program management in close coordination with functional teams.
- Ensures demand management is executed in alignment with portfolio management strategy and in conjunction with senior Information Systems leaders and technical experts.
- Supports Service Level Agreement (SLA) elements and measurements, holds senior Information Systems leaders and technical experts accountable for development, communication, and measurement of SLA's. Reports SLA measurements.
- Supports the development of metrics to measure the effectiveness and efficiency of the IS Division.
- Holds all infrastructure, applications, security, operations and senior leadership accountable to accurate and timely budgets, forecasts and procurement.
- Oversees Vendor Management and Procurement team including planning, implementation and maintenance of contracts, renewals, payments, and relationships with vendors.
- Oversees the evaluation of all hardware and software procurement.

### **KNOWLEDGE, SKILLS AND ABILITIES (KSA)**

#### **Knowledge of:**

- Program management
- Staff development
- Organizational development
- Budget preparation and management

- Strategic planning
- Project development
- Mentoring and coaching
- Technology Governance (e.g., project rationalization and prioritization, demand management, resource planning and management, IT policies and standards, investment prioritization, and decision making)
- Business finance and accounting principles and processes
- Current portfolio and project management best practices

**Skills and Abilities to:**

- Work with computer software related to job specific duties
- Manage the financial aspects of the division
- Resolve conflict effectively
- Communicate effectively both verbally and in writing
- Analyze and solve problems
- Supervise effectively
- Establish and maintain appropriate working/supervision relationships
- Act independently
- Develop, interpret, and administer policies and procedures
- Work collaboratively with internal teams and third-party vendors
- Identify risks and issues associated with finance and procurement processes
- Work through complex issues and provide alternative solutions with organizational and cross-functional awareness
- Learn quickly and excel in a work environment where requirements can be ambiguous
- Demonstrate professionalism, discretion and confidentiality in all matters

**WORKING CONDITIONS AND PHYSICAL REQUIREMENTS**

Work duties are typically performed in a general office setting.

**IMPORTANT INFORMATION REGARDING THIS POSITION**

Revised Date/Consultant's Initials: 11/14/2017 CCR