Salt Lake County Job Description

Associate Division Director - Information Systems Operations

DEPARTMENT: Administrative Services

DIVISION: Information Services/6050

JOB CODE: 804 **GRADE:** 43

FLSA STATUS: Exempt

SAFETY SENSITIVE: No

EFFECTIVE DATE: 8/18/15

JOB SUMMARY

Oversees the operational processes, procedures, and functions of the Information Services Division including Process Management, Finance, Vendor Management, and Procurement. Responsible for establishing and running world class management and governance to maximize business value from technology investments. Plays a critical role in achieving technology strategic objectives for Salt Lake County.

MINIMUM QUALIFICATIONS

Bachelor's degree in Information Systems, Finance, Business Management or related field, plus eight (8) years of closely related experience, of which at least three (3) years must be in a managerial position; OR an equivalent combination of education and experience. Education may not be substituted for the required managerial 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.

- 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.
- Defines standards of performance for each functional area, establishes technology portfolio performance metrics, measures and reports deliverable performance.
- Defines, develops, documents, implements and communicates a transparent and accountable financing, budgeting, and billing model.
- Plans and facilitates ongoing communication efforts; conducts annual and quarterly meetings and work sessions with key stakeholders; develops related reports, training, and communications.
- Collaborates with other functions to gather, structure, analyze, and reconcile information/data on Information Systems programs, projects, and initiatives.

- Develops and maintains strong professional working relationships with key management and governance stakeholders throughout the County.
- Partners with Information Services program and project managers to establish and refine enterprise processes, guidelines, and tools for simplified, effective, and efficient implementation processes.
- Identifies and articulates financial opportunities and risks.
- Develops metrics to measure the effectiveness and efficiency of the Operations Management section.
- Ensures budgets and forecasts are accurate and timely to support non-discretionary and discretionary projects.
- Supports execution of the annual planning process to include meeting with the finance leads and portfolio leads, aggregating demand, sanitizing data, and computing capacity constraints.
- Supports execution of the portfolio management framework strategy to include financial transparency, resource capacity planning, governance, and portfolio balancing and alignment.
- Ensures demand management is executed in conjunction with senior Information Systems leaders and technical experts.
- Ensures the finance and accounting team correctly represent the non-discretionary and discretionary plans, budget, and forecasts; acts as a control point and validates projects.
- Defines 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.
- Oversees Process Management team to maximize the efficiency of the project justification and prioritization process, resource management process, change management process, and service level agreements.
- Oversees the IT Finance team including financial planning (including annual and 3 year planning), budgets, finances, and accounting.
- Oversees Vendor Management and Procurement team including planning, implementation and maintenance of contracts, renewals, payments, and relationships with vendors.
- Supervises staff which includes hiring, orienting, training, assigning and reviewing work performance, annual work performance appraisal, and discipline.

KNOWLEDGE, SKILLS AND ABILITIES (KSA)

Knowledge of:

- Technology Governance – including project rationalization and prioritization, demand management, resource planning and management, IT policies and standards, investment prioritization, and decision making
- Multi-project management, decision-making, business case development, budget and resource management, and initiative portfolio management
- Excel (pivot tables, vlookup formulas, etc) and PowerPoint
- Business finance and accounting principles and processes
- Communications and presentation techniques and methods
- Current portfolio and project management best practices

Skills and Abilities to:

- Lead in a matrixed organization
- Work in a collaborative environment to ensure success
- Think critically and analytically
- Identify risks and issues associated with finance and procurement processes
- Lead a small team of direct reports
- Influence and gain the confidence and respect of senior executives, functional leadership, business sponsors, and team members
- 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

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Work is performed in a typical office work environment that may require extended periods of sitting or standing.

IMPORTANT INFORMATION REGARDING THIS POSITION

Revised Date/Consultant's Initials: 1/12/2016 - KSD