RAMSEY COUNTY
Human Resources

Job Class Title: Deputy Director of Information Services

BASIC FUNCTION:
The Deputy Director of Information Services is a senior member of the Information Services leadership team, reporting to the Chief Information Officer (CIO). This leadership position serves as a key executive in the organization, collaborating with the CIO and other senior leaders to provide strategic vision, direction, and oversight of the department. This position is responsible for planning, implementing, and managing the organization's technology infrastructure, systems, and operations to drive efficiency, security, and growth, working with leadership and teams to improve processes and technology to ensure foundational services are delivered. In the absence of the CIO, will represent the county in all matters related to Information Services functions, including the day-to-day operations of the department.

EXAMPLES OF WORK PERFORMED:
1. Promote a diverse, equitable, and respectful workplace.
2. Works closely with the Chief Information Officer in developing information technology strategic plans to support the vision, mission, goals, and values of the county.
3. Manage, direct, and oversee members of the IS management team and other assigned teams; including hiring staff, mentoring, coaching, providing professional development opportunities, establishing performance standards, completing evaluations, and recognizing and addressing performance problems.
4. Lead and engage in the planning, development, and implementation of the strategy and vision for all technology services and functions.
5. Provide technical direction in designing, planning, and management of information technologies, overseeing large IS projects; and analyzing various operating procedures to determine methods to capture, report, and process information.
6. Seek ways for IS to deliver value to the business and lead new IS enabled business opportunities.
7. Direct and perform analysis for the CIO to identify areas of potential improvements within IS and across the County's IS delivery structure.
8. Oversee day-to-day IS operations of the Department, ensuring effective service delivery, system availability, and performance optimization.
9. Streamline and enhance IS processes, workflows, and systems to drive efficiency and productivity.
10. Manage and optimize the organization's technology infrastructure, including networks, servers, storage, and hardware/software assets.
11. Lead the development and promotion of policies and standards covering County-wide information technology related functions.
12. Stay updated with emerging technologies and trends to recommend and implement innovative solutions that enhance operational capabilities.
13. Nurture a culture of collaboration, innovation, and continuous improvement within the information services team.

ESSENTIAL FUNCTIONS: 1, 2, 3, 4,5 6, 7, 8 ,9, 10, 11, 12, 13.

SUPERVISORY/MANAGERIAL RESPONSIBILITY:
Directly supervises approximately 5 staff and oversees performance of project teams, contractors, and consultants; indirectly supervises approximately 82 staff.

INTERNAL/EXTERNAL RELATIONSHIPS:

In coordination with the CIO, periodic contact with County Board members, the County Manager, Deputy County Managers to discuss issues, provide consultation, gather information for further assessment, or resolve issues related to the County's Information System. Daily contact with supervisors, managers, and directors of county departments and outside vendors to define problems and needs, develop and present useful solutions, advise on information technology projects, establish priorities, resolve conflicts, and coordinate implementation of solutions. Daily to weekly contact with executive level management to discuss issues or provide consultation related to the County's information systems. Monthly contact with vendors and other jurisdictions to discuss issues, provide consultation, gather information for further assessment and planning, or resolve issues related to the County's information technology.

IMPACT ON SERVICES/OPERATIONS:
Position responsibilities impact the ability to serve residents and internal staff through continued operation of Ramsey County's technology infrastructure, systems, and services; the ability to plan for and implement systems and services in a cost-effective manner as technology changes. Proper performance results in cost effective, efficient, secure, and reliable information systems and services that meet users' needs; effective short-term and long-term planning that ensures that users' changing needs will continue to be met and effective coordination of services provided by the various teams within the Department of Information Services. Poor performance can result in information technology infrastructure, systems and services that are, unreliable, inefficient, or unsecure and negatively impact the County's ability to serve residents and internal staff.

WORK ENVIRONMENT:
Work is performed primarily in an office setting; work involves operation of personal computer equipment up to six hours a day. Travel to various worksites is also required to attend meetings. May require extended hours and work from home. Requires constant multi-tasking, frequent interruptions, and numerous meetings with county staff and management. Consults with and serves on county-wide committees and initiatives representing county management.

KNOWLEDGES, SKILLS AND ABILITIES REQUIRED
- Knowledge of IS infrastructure, systems, cybersecurity, and emerging technologies.
- Knowledge of common information technology frameworks, such as ITIL and COBIT.
- Knowledge of organizational and management principles.
- Knowledge of the complexities and interdependencies of the county's functions and departments.
- Knowledge of applicable federal and state laws and regulations.
- Skill in critical thinking, with strong problem-solving skills. Poise and ability to act calmly and competently in high-pressure, high stress situations.
- Skill in written and verbal communication and the ability to make presentations before the public, staff and various boards.
- Skill in fostering a work environment in which individuals collaborate in pursuit of a common mission and shared goals.
- Ability to analyze emerging technologies and market trends and translate implications into an effective IS strategy that supports business goals.
- Ability to communicate technical concepts to technical and non-technical audiences.
- Ability to define and analyze issues and problems, evaluate alternatives, and develop sound independent conclusions and recommendations in accordance with laws, regulations, rules, and policies.

- Ability to develop and maintain effective working relationships with vendors, end users, supervisors, managers, directors, and elected officials.
- Ability to represent the information systems perspectives to other members of various county-wide or cross-departmental groups.
- Ability to effectively communicate complex concepts in spoken and written communications.
- Ability to work effectively in a changing environment with minimal to no supervision to meet deadlines.
- Ability to identify barriers and propose solutions which meet departments' technology needs.
- Ability to lead and motivate cross-functional, interdisciplinary teams to achieve tactical and strategic goals.
- Ability to facilitate compromise between agencies and individuals, sometimes with competing interests and needs.

MINIMUM QUALIFICATIONS:
Education: Bachelor's degree in information technology, Computer Science, or a related field.

Experience: Seven years of experience in a senior leadership role within the information technology sector.

Substitution: Four years of additional experience in information technology, Computer Science, or a related field can be substituted for the required education.