

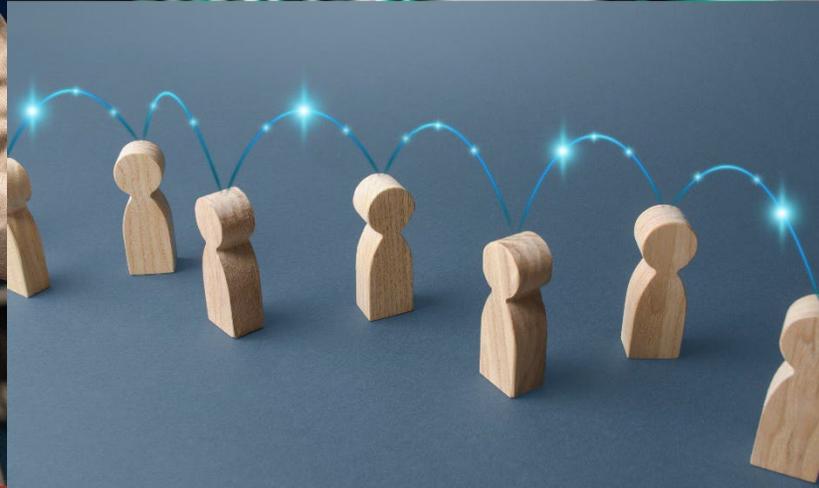
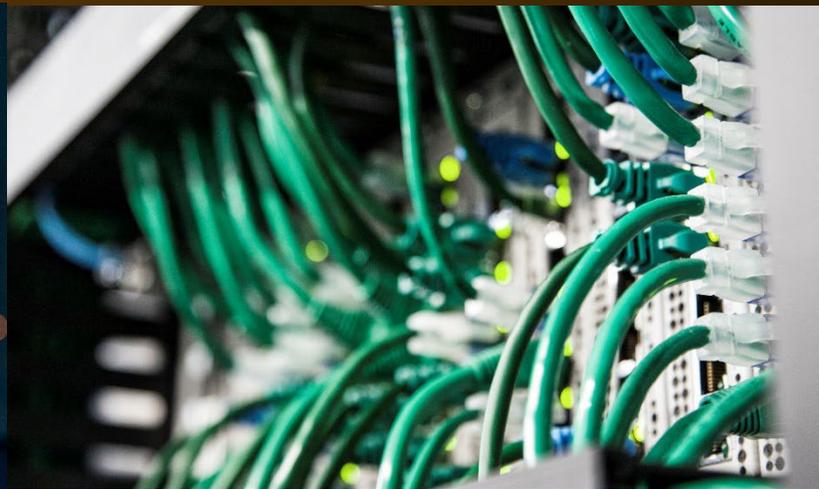


TECHNOLOGY MANAGER - OPERATIONS

COUNTY TECHNOLOGY OFFICE

Anticipated Hiring Range: \$160,000 - \$170,000 Annually
Excellent Benefits

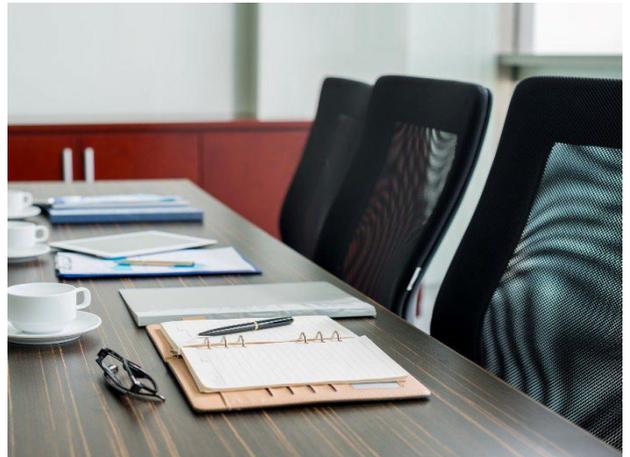
SanDiegoCounty.gov



The Position

The County of San Diego's County Technology Office (CTO) is seeking a collaborative and service-oriented leader to fill a rewarding position as a Technology Manager-Operations. This unclassified management role provides leadership across Countywide IT initiatives and works closely with the County's third-party IT vendors to ensure the effective delivery of technology services.

Reporting directly to the Chief Information Officer (CIO), or Assistant Chief Information Officer, the Technology Manager partners with executives, department leaders, IT professionals, and vendor teams to guide major technology projects, strengthen operational performance, and support the County's long-term technology strategy. The position is responsible for the following duties:



Program and Service Delivery Management:

- Formulates and administers County-wide IT policies, procedures, and guidelines.
- Oversees Countywide IT programs, projects, and operational services.
- Provides project oversight and conducts periodic reviews of major IT initiatives.
- Facilitates business process reengineering (BPR) efforts and identifies improvement opportunities.
- Measures the effectiveness and outcomes of IT initiatives and services across departments.
- Ensures compliance with service standard levels and contractual performance standards.
- Supports departments and initiatives by providing technical, application, security, business architecture and contract management guidance and support.

Stakeholder and Relationship Management:

- Serves as a key liaison between the County, third-party IT vendors, and departmental stakeholders.
- Supports the development of business justifications, analyses, and project requirements.
- Communicates regularly with County leadership and stakeholders on IT strategies, priorities, and project status.
- Negotiates, reviews, and approves major change orders with the primary vendor and other contracted vendors.
- Provides guidance to County departments on application lifecycle management, risk mitigation, operational practices, and IT-related responsibilities.

Budgetary and Administrative Oversight:

- Assists the CIO in monitoring technology expenditures, asset inventory, and post-implementation reviews.
- Supports risk assessment, migration planning, and business impact analysis.
- Integrates applicable Federal, State, and local laws and regulations into IT service delivery.
- Develops and maintains IT-related policies, standards, and guidelines.

Strategic Alignment and Performance Management:

- Facilitates strategic and operational planning across County IT functions.
- Creates strategies for deploying IT programs, operational services, and compliance initiatives.
- Identifies and addresses IT security issues; coordinates risk assessments and ensures system integrity.
- Advises on emerging technologies and assesses their applicability to County operations.
- Investigates security and access violations and recommends corrective actions.



The Ideal Candidate

The ideal candidate will bring a proven track record demonstrating strong proficiency in following knowledge, skills, and abilities:

Key Competencies and Experience:

- Demonstrates advanced knowledge of system architecture including design, development, analysis, testing, operations, and lifecycle management.
- Expertise in telecommunications, wide area networks, local area networks, desktops, data centers, end-user support, security, applications, architecture, data science, artificial intelligence, and website security management.
- Interprets IT issues, risks, and strategies in clear business terms, emphasizing impacts and expected outcomes.
- Experience in developing, implementing, and effectively communicating IT policies, procedures, manuals and related documentation.
- Utilizes business management principles, organizational objectives, and decision-making processes to support IT operations.
- Expertise in successfully managing IT projects and administering contractual requirements, services, and protections for the delivery of complex IT systems.
- Thinks logically about IT matters and effectively analyzes complex data.
- Balances organizational business needs with appropriate level of risk.
- Holds a bachelor's degree in computer science, information systems, computer engineering, information security, or a related IT field (preferred).
- Possesses at least seven (7) years of experience in IT program management, administration, planning, budgeting, and operations with at least two (2) years directly related to IT operations (highly desirable).

Minimum Qualifications

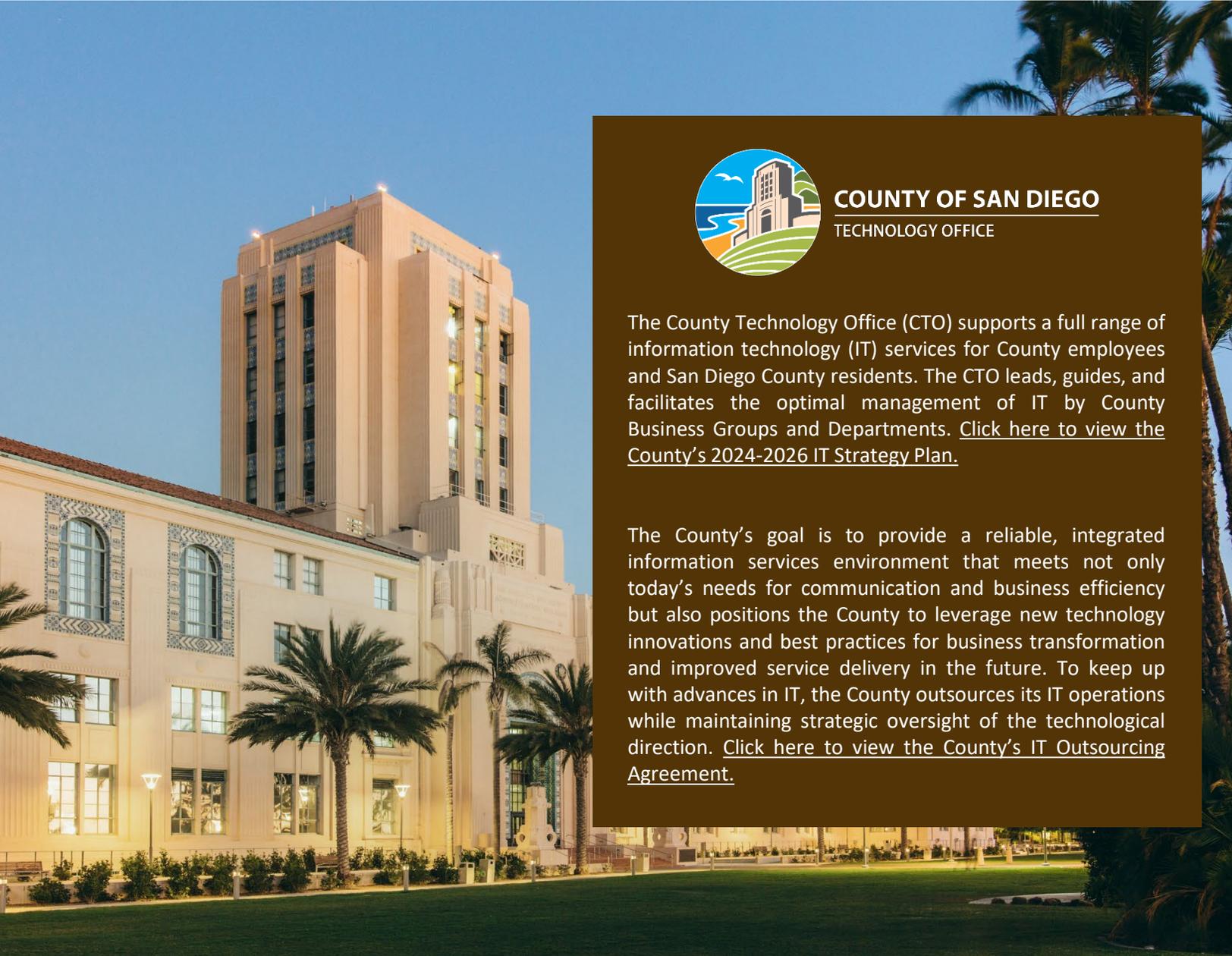
Five (5) years of experience that demonstrates the ability to perform the essential functions of the classification which must include two (2) years of management or supervision **and** a bachelor's degree from an accredited college or university, or certified equivalency for foreign studies. **OR** a combination of experience and/or education as stated above.

Note: A master's or doctoral degree from an accredited U.S. college or university, or a certified foreign studies equivalency, may substitute for up to one (1) year of the required experience.

Note: Qualifying experience will include CAO Staff Officer or Project Manager experience that involves leading projects.



County Technology Office



COUNTY OF SAN DIEGO
TECHNOLOGY OFFICE

The County Technology Office (CTO) supports a full range of information technology (IT) services for County employees and San Diego County residents. The CTO leads, guides, and facilitates the optimal management of IT by County Business Groups and Departments. [Click here to view the County's 2024-2026 IT Strategy Plan.](#)

The County's goal is to provide a reliable, integrated information services environment that meets not only today's needs for communication and business efficiency but also positions the County to leverage new technology innovations and best practices for business transformation and improved service delivery in the future. To keep up with advances in IT, the County outsources its IT operations while maintaining strategic oversight of the technological direction. [Click here to view the County's IT Outsourcing Agreement.](#)

We will guide the enterprise toward solutions that meet the diverse needs of our County customers through continuous improvement, thought leadership, and operational excellence.

County Technology Office

Compensation & Benefits

The anticipated hiring range is \$160,000 - \$170,000 annually. Salary reviews are performance-based and goal-oriented.

Benefits include:

- 15 days of paid vacation, 12 paid holidays, 2 paid floating holidays, 13 days of paid sick leave, 10 days of paid executive time off and a total of 3 days of paid emergency child and/or older adult care leave per year
- Medical, dental, and vision plans
- Disability Insurance, Life Insurance, and Accidental Death/Dismemberment Insurance
- Flexible Management Benefit Package – a monthly credit may be used to select benefits from a group of options
- Defined benefit retirement program
- Reciprocity with other governmental retirement systems may be granted; for more information, visit [San Diego County Employees Retirement Association](#)
- Deferred Compensation Program 457 and 401(a) plans
- May be eligible for a relocation allowance up to \$15,000



Why San Diego?

Enjoy a lifestyle that balances work and play:

- Pristine Coastline: Over 70 miles of beaches.
- Mild Weather: Average 72°F with 10.4 inches of annual rainfall.
- Diverse Geography: Snow-capped mountains, deserts, and vibrant cities.
- Culture & Entertainment: Petco Park, Gaslamp Quarter dining, and multicultural experiences.

County of San Diego Vision & Values



The County of San Diego and its employees embrace the vision of a just, sustainable, and resilient future for all. Our values include: integrity, equity, access, belonging, excellence, and sustainability. Each of which are infused throughout our operations. While also embracing a mission of strengthening our communities with innovative, inclusive, and data driven services through a skilled and supported workforce. Click the following links to learn more about our [Strategic Plan](#) and our [Annual Report](#).



The County of San Diego is committed to valuing diversity and practicing inclusion because our diverse workforce is our greatest asset, and our customers are our number one priority.

How to Apply

Application Process And Recruitment Schedule

1. Complete the online application at www.sandiegocounty.gov/hr
2. Select the current job posting link: **26099402U**
3. Attach your resume at the Attachment step of the application.
4. Attach a copy of your degree, transcripts, or certified foreign equivalency

Key Dates:

- Resume Review: Week of March 30, 2026
- Interviews:
 - 1st round interviews: Week of April 13, 2026
 - 2nd round interviews: Week of April 20, 2026
- Expected Start Date: Month of May 2026

Special Notes

The Department of Human Resources removes personally identifiable information from all recruitments. This practice, called Blind Applicant Screening, hides a candidate's personal information that could influence or bias a hiring decision. Personal information includes name, phone number, address, gender, age and race. This process helps contribute to a fair and equitable selection process leading to a more diverse and inclusive workforce.

Please make sure to update the Work History in your application profile to match your resume. Hiring managers will only receive the redacted application (without resumes) to determine which candidates they will interview. Resumes will be sent to hiring managers at the time interviews are scheduled.

Contact Information

You may direct any questions regarding the application or selection process to Jorge Puente, Executive Recruiter at Jorge.Puente@sdcounty.ca.gov



COUNTY OF
SAN DIEGO
You Belong Here!

