

A nighttime photograph of the San Diego skyline across a body of water, with a large marina filled with sailboats in the foreground. The city lights are reflected on the water.

# TECHNOLOGY MANAGER- OPERATIONS

## COUNTY TECHNOLOGY OFFICE



**Salary: \$120,000 to \$150,000 Annually**  
**Excellent Benefits Package**

**[www.sandiegocounty.gov](http://www.sandiegocounty.gov)**



# THE POSITION

The County of San Diego has an outstanding and exciting career opportunity for **Technology Manager (Operations)** in the County Technology Office (CTO) to help manage the County information technology (IT) and telecommunication services. This unclassified management position will manage County IT projects, initiatives, and collaborate extensively with the IT Outsourcer to manage IT services provided to the County. This Technology Manager position reports to the County's Chief Information Officer, works collaboratively with IT and non-IT professionals in the CTO, County's Groups and Departments, and the IT Outsourcer. This position is responsible for:

- Providing strategic and operational IT leadership
- Researching and keeping abreast of latest innovations in IT
- Integrating applicable Federal, State and local laws and regulations into the delivery of all IT services
- Developing risk-based strategies, roadmaps, budgets for IT solutions that ensure project implementation and operational success
- Developing and maintaining IT-related policies, practices, standards and guidelines
- Balancing business requirements with enterprise acceptable risk mitigations
- Providing guidance and direction to County departments on business application lifecycle management practices, procedures, risk mitigation, budgeting, and department roles & responsibilities
- Creating strategies for the deployment of IT programs, operational services and legal obligations
- Directing IT project assessments, managing IT projects, and implementation of recommended/required IT project mitigations
- Communicating with key County stakeholders about IT strategies and projects



# COUNTY 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 2021-2024 IT Strategic 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.](#)

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

## THE IDEAL CANDIDATE

The ideal candidate will possess a bachelor's degree in computer science, information systems, computer engineering, information security, or a related IT field and possess a minimum of 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. This individual will also possess a professional history that demonstrates extreme proficiency in the following knowledge, skills, and abilities:

- An understanding of advanced principles of system architecture design, development, analysis, testing, operations, and lifecycle management
- Ability to address IT issues, risks, and strategies in relevant business terms, impacts and outcomes
- Ability to develop, implement, and communicate IT policies, procedures, manuals and related materials
- An understanding of technology and operational practices used for the delivery of IT services
- An understanding of business management principles, objectives, and decision processes
- Experience successfully managing IT projects and administering contractual requirements, services, activities, and protections for the delivery of complex IT systems
- A logical thinker on IT matters and able to interpret and analyze complex data
- Ability to balance the risk with organizational business needs and desires





# COMPENSATION & BENEFITS

**The anticipated hiring range:** \$120,000 to \$150,000 Annually

- 15 days of paid vacation, 10 days of paid executive time-off, 13 days of paid sick leave, and 14 paid holidays
- Medical, dental, and vision plans
- Flexible Management Benefit Package – a monthly credit may be used to select benefits from a group of options
- Disability Insurance, Life Insurance, and Accidental Death/Dismemberment Insurance
- Deferred Compensation Program 457 and 401(a) plans
- Defined benefit retirement program
- Reciprocity with other governmental retirement systems may be granted; for more information, visit [www.sdcera.org](http://www.sdcera.org)
- View the detailed Benefit Plan for [Unclassified Management \(UCL\)](#)

## MINIMUM QUALIFICATIONS

Qualifying candidates will possess a bachelor's degree and 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; OR a combination of experience and/or education.

**Note:** A master's degree or higher degree may substitute for a total of one (1) year. In order for education to substitute for work experience as stated above, college level coursework must demonstrate progress toward a degree and may be substituted on a year-for-year basis. Qualifying experience will include CAO Staff Officer or Project Manager experience that involves leading projects.

## HOW TO APPLY

You may complete an online application at [www.sandiegocounty.gov/hr](http://www.sandiegocounty.gov/hr); select the Current Job Postings link, Job Number 23099401U. Please attach a copy of your college degree, final transcript, diploma, or foreign studies equivalency certificate (if degree was obtained outside of the U.S.). Interested applicants are encouraged to apply as soon as possible.

The Department of Human Resources will remove personally identifiable information from all new recruitments. This practice, called Blind Applicant Screening, will hide 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 will help 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 make a determination of which candidates they will interview. Resumes will be sent to hiring managers at the time interviews are scheduled.***



# CONTACT INFORMATION

Questions about this position, application and selection process should be directed to Bryan Faircloth, Executive Recruiter, Department of Human Resources at [Bryan.Faircloth@sdcounty.ca.gov](mailto:Bryan.Faircloth@sdcounty.ca.gov).

Questions about the position or department should be directed to Shontay Turner, Group Human Resources Director at [Shontay.Turner@sdcounty.ca.gov](mailto:Shontay.Turner@sdcounty.ca.gov).

## SPECIAL NOTES

Persons serving in positions in the unclassified service do not accrue tenure and serve at the pleasure of the appointing authority. The provisions of this job announcement may be modified or revoked and do not constitute an expressed or implied contract. Qualified women, minorities, and persons with disabilities are encouraged to apply. Reasonable accommodation may be made to enable a qualified individual with disabilities to perform the essential functions of a job, on a case-by-case basis.



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.



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 here for more information on our [Strategic Plan \(sandiegocounty.gov\)](https://sandiegocounty.gov/strategic-plan) as well as our commitment to serve everyone, to build a [Framework for the Future](#) that will create a County that works for all.

