



Selection Process

Each candidate's background will be evaluated on the basis of information submitted at the time of application to determine the level and scope of the candidate's preparation for this position. The resume should include any additional information which the candidate wishes to be considered. Only the most qualified candidates will be invited to participate in the interview process.

The names of the most highly qualified candidates will be submitted to the Director, Internal Services Department for final selection.

NOTE: A background investigation will be completed on the candidate selected for this position.

For Consideration

Highly qualified candidates are invited to submit a statement of interest and a comprehensive resume detailing their demonstrated experience and career accomplishments relevant to this position. Submission should include **ALL** of the following:

- Candidate's ability to meet the requirements as stated in the Ideal Candidate, Qualifying Experience, License and Desirable Qualifications sections of this recruitment announcement.
- For organizations and programs managed, the name of each employer, job title, size of organization's budget, number and composition of personnel supervised, scope of management responsibilities, functions managed, dates of employment, and current salary.
- Please submit a resume, cover letter, record of accomplishments, verification of degrees, and current salary information by **no later than Thursday, December 17, 2015, 5:30pm, via email** to:

Martha Cervantes
Internal Services Department
Human Resources Division
(323) 881-4651
Martha.Cervantes@isd.lacounty.gov

Please indicate the position title of **General Manager, Information Technology Service, ISD** in the subject line of your email.

VOLUNTARY STATE AND FEDERAL INFORMATION Pursuant to State and federal requirements, we are requesting that you voluntarily provide the following information: (1) your race/ethnicity and (2) your gender. This information should be on a separate piece of paper (without your name) attached to your resume. This page will be removed from your resume when it is received, kept confidential, and utilized solely for required statistical purposes.

This announcement may be downloaded from the **COUNTY OF LOS ANGELES** website at: <http://hr.lacounty.gov>

THE COUNTY OF LOS ANGELES IS AN ACTIVE EQUAL OPPORTUNITY EMPLOYER

The County of Los Angeles Internal Services Department invites resumes for **GENERAL MANAGER, INFORMATION TECHNOLOGY SERVICE** (ADMINISTRATIVE MANAGER XVII, ISD – UC)

Restricted to Permanent Employees of the County of Los Angeles



Annual Salary: \$151,628 - \$229,501
(MAPP RANGE S17)

Filing Period:
November 23, 2015 - December 17, 2015



The Internal Services Department

The Internal Services Department (ISD) supports the County by providing numerous in-house contracted and advisory services in the following areas:

Administration and Finance (AFS) provides administrative support to ISD in the areas of human resources, budget, finance, and executive management services including department workplace programs, security and emergency management.

County Office of Sustainability (COS) includes energy management and environmental initiatives divisions that provide program development and implementation related services to County Departments and to the Los Angeles Region, and serves as the lead agency for implementation of the County's Environmental Policy.

Facilities Operations Service (FOS) provides building management and repair services, custodial and landscape services for approximately 200 facilities.

Information Technology Service (ITS) plans, develops, operates and maintains computer applications, systems and networks, and telecommunications systems.

Purchasing and Contracts Services (PCS) acts as both an integrator and facilitator in providing purchasing, contract development, processing and monitoring, equipment maintenance, mail, parking, reprographic and fleet maintenance services. ISD is formally designated as the official Purchasing Agent for Los Angeles County.



The Information Technology Service

The ISD Information Technology Service is responsible for delivering reliable and secure solutions to support Los Angeles County's technology needs. Services are provided to a workforce of more than 80,000 employees in over 40 County departments. The ITS is comprised of four (4) distinct Branches:

- ◆ **Customer Applications Branch** - provides expertise in the design, development and maintenance of customer information technology systems to support the operations of County departments, as well as other state and local agencies providing services for public safety, justice, social services, recreation, health and mental health, and general government.
- ◆ **Computing Services Branch** - operates the County Data Center processing over a million transactions from more than 40,000 personal computers every day. Other leading services include data security, mainframe and mid-range computing, private cloud computing, internet access, and web-hosting services.
- ◆ **Information Technology Shared Services** - provides reliable and secure centralized technology services to County departments to provide economies of scale and standardization throughout the County. Services also include desktop computer support, centralized email services, centralized messaging and file/print services, Active Directory support, virtualized desktops, hardware and software set-up and moves, County Help Desk call center, and 411 answer line support.
- ◆ **Telecommunications Branch** - provides cost-effective and reliable voice, data and video communications through a vast telecommunications network; supports over 100,000 County telephone lines and over 40,000 personal computers. Other leading services and areas of expertise include voice and video applications support, telephone installation, support and maintenance; LAN/WAN operations; videoconferencing, radio systems, and Countywide emergency communications coordination.

The Position

This unclassified position reports to the Chief Deputy Director of the Internal Services Department (ISD) and has executive responsibility for overall administration and operation of the Information Technology Service, including planning, developing, organizing, directing and administering a wide array of information technology services and programs, with administrative responsibility for effectively managing and overseeing a \$245,000,000 operating budget, an \$81,000,000 Countywide Telephone Utilities Budget, and a workforce of 1,110 budgeted positions.

The Ideal Candidate

The ideal candidate will be an individual with proven leadership skills and experience working in a complex, multifaceted and dynamic environment. This individual must demonstrate innovation, integrity and accountability and practice ethical management and sound decision making skills. He or she must demonstrate the ability to influence, motivate, and challenge their workforce to implement strategies, achieve objectives and demonstrate core values.

Examples of Duties

- Directs, through Branch and subordinate managers, the activities of the Customer Applications Branch (CAB), Computing Services Branch (CSB), Information Technology Shared Services (ITSS), Telecommunications Branch (TB) and Planning and Administration (PLAD) Section.
- Directs the daily operation of ITS, including analyzing workflow, establishing priorities, developing standards and setting deadlines.
- Directs the execution of department policies and procedures.
- Develops, implements and evaluates the Information Technology Strategic Plan to support the County's Strategic Plan goals of Operational Effectiveness, Fiscal Sustainability, Community Support and Responsiveness, Integrated Services Delivery and the Major Priorities, such as Child Protection, Health Integration, Homelessness and Information Technology.
- Advises and consults with users, management, vendors and technicians on application, computing and telecommunications system requirements.
- Develops computer information resources for data security and disaster recovery.
- Evaluates the organization's technology use and needs and recommends improvements, such as hardware and software upgrades.
- Directs, assigns, reviews, and evaluates the work of Branch Managers, IT Budget Manager and Departmental Information Security Officer.
- Controls operational budget and expenditures, develops financial models to improve financial performance of ITS and oversees preparation of the ITS budget.
- Establishes and maintains effective working relationships with Board offices, other County departments and governmental agencies.

Desirable Qualifications

- Extensive experience managing, planning, developing, organizing, directing and administering information technology services within a large and complex Information Technology organization.
- Demonstrated knowledge of business management principles involved in strategic planning, resource allocation, coordination of personnel and fiscal resources and leadership technique.
- Demonstrated and thorough knowledge of current information technology solutions, management and organization principles, as well as budget and personnel administration.
- Demonstrated ability to effectively direct a diverse workforce and to work collaboratively and cooperatively with related agencies and personnel.
- Demonstrated ability to effectively interact with public officials, executive management, professional/technical personnel and the general public.
- Strong customer service and interpersonal skills.
- Outstanding verbal and written communication skills.

Qualifying Education and Experience

Two years' recent experience as an Administrative Manager, XVI, ISD (UC) responsible for managing one of the following branches: Customer Applications, Computing Services, Information Technology Shared Services, or Telecommunications

- OR -

Five years' recent experience managing an Information Technology Branch/Bureau* with specific responsibility for planning and directing the organization's business development, services, and products.

License: A valid California Class C driver license or the ability to utilize and alternative method of transportation when needed to carry out job-related essential functions.

**Branch/Bureau is defined as an organizational entity that has responsibility for a major portion of a department's mission and is comprised of one or more divisions whose Branch/Bureau reports directly to the Director or Chief Deputy of a department.*