

## Department of Housing Information Technology Manager Supplemental Job Description

### Information/Technology

- In consultation with the Director and senior management, **lead** the strategic and tactical development and implementation of goals and objectives for assigned information systems and technology programs for the Department of Housing.
- Work with Fiscal Services Manager to manage and track the department's technology and information services budget.
- Analyze and propose technology applications and upgrades to determine Department's current and future needs and coordinate the implementation and adoption of all technology solutions across the department.
- Manage ongoing assessment, in collaboration with department managers and supervisors to gather information, assess user needs (process and workflow) and make recommendations and lead the implementation of technology solutions.
- Provide ongoing assessment and feasibility analysis of opportunities to automate tasks and systems within the Department, working with staff and management determine automation needs, evaluate options, make recommendations, and **lead** implementation, including working with Director and fiscal team to develop and manage department automation and technology budget, procurement and system management and upkeep.
- Provide direct, solution-oriented training and support to the Housing Authority and County Housing and Community Development (HCD) to effectively use all current and future automated systems, including but not limited to Laserfiche, CDS and loan management services, GIS, DocuSign, Yardi, Rent Café, Doorway, and housing locator services.
- Conduct ongoing research and resolve problem areas and discrepancies for automated systems utilized by the department.
- Represent DOH on Information Management Planning Council (IMPC), responsible for making information and technology recommendations to Executive Council.
- Manage and provide oversight of DOH interface with County Information Services Department (ISD) including but not limited to purchase of new equipment and systems, replacing obsolete equipment and systems, troubleshooting and problem solving. Define ISD's level of service and responsibilities within DOH and working with ISD staff and/or vendors to assure that all DOH technology, information systems and automation needs are met in a timely fashion.
- Lead ongoing coordination with ISD staff and/or vendors and engage DOH management and staff to assure that department technology and automation needs are met.
- Conduct ongoing analysis of DOH system administration functions including monitoring various applications, adding, and deleting users as needed, re-setting passwords and file maintenance.
- Draft procedures, memoranda, and instructional materials relating to DOH staff use of automated systems. Maintain and update systems manuals and guides.
- Manage department's cardkey system and oversee employee access and cardkey security.
- Evaluate County Cyber Security (CS) policy and implement all relevant CS policies and procedures at the Department level. Inform staff of Department CS policies and procedures and monitor effectiveness.

## **Communication**

- Provide oversight and leadership on the design, updates, administration, and maintenance of the DOH website, internal intranet site, SharePoint pages, MS-Outlook, and MS-Teams as the main external and internal communication channels.
- Conduct regular outreach to management and staff on external DOH website and internal intranet site to determine:
  - Ease of use
  - Mobility and readability
  - Provide technical support and guidance to department staff in best practices for website utilization as operational, management and customer support tools.
- Working with management and staff establish a social media and communications plan for “telling the DOH story” on the DOH website and social media platforms.
- Regularly review other County Department websites and related external websites to identify best practices and improve the functionality and useability of the DOH website.
- Establish goals for ongoing upkeep and improvements to the DOH Website including keeping it dynamic, prioritizing easy access and navigation to relevant information, maintaining information and archiving outdated documents for reference, and keeping it up to date, including NOFA’s, news, new program launch(s), activities and achievements, hot topics such as: Emergency Rental Assistance Program (ERAP), Equity Innovation Fund, DOH Pipeline and project events, such as groundbreaking, grand openings, etc. Awards, recognitions, and celebrations related to the overall department, DOH/HCD/HACSM teams and staff.
- Maintain and regularly update the Department’s public online data dashboard. Work closely with HCD and HACSM teams to ensure background data is clean, current, and accurately reflected in public interface.
- Serve as lead, or co-lead of DOH Communications Committee to coordinate the creation and lead the administration of content on all social media platforms such as Facebook, Instagram, and Twitter and monitor site metrics, and advise management and staff on all website and social media content.
- Administer general online Department communication portals ([housing@smchousing.org](mailto:housing@smchousing.org), for example). Respond to inquiries when possible and redirect requests as needed to other HCD and HACSM colleagues for follow-up.

## **Facility Management**

- Lead department facilities related projects including needs assessments, cost analyses, budgets, schedules, preparation, and review of design documents, manage work of consultants, contractors, and other County, and building owner staff, to undertake facility related projects.
- Maintain compliance with terms of DOH space leases, advise the Director and senior management team on space options and lease terms, and work with senior management to coordinate and negotiate contracts with current and potential landlords.

- Develop, recommend, and implement goals, objectives, policies, and procedures related to facilities, ergonomics, and safety for the department.
- Develop space plans, including drafting layouts and coordinating reconfiguration
- Respond to safety and facilities related emergencies
- Work with County departments and committees such as the ADA Compliance Committee to ensure that the DOH facilities are in full compliance with facility codes and requirements.

### **Safety and Security**

- Develop, administer, coordinate, and monitor DOH comprehensive security programs in a variety of countywide roles such as Emergency Response Coordinator, Safety Coordinator, COOP Coordinator, Floor Warden and Cardkey Coordinator for the department.
- Provide oversight and management of security camera system, intercom system and panic alarm hardware in coordination with Johnson Controls.

### **Staff Support**

- Manage onboarding of new staff, seating assignments, space planning, technology, and in department onboarding process.
- Maintain staff rosters and inventory asset management for automated equipment distributed to and used by staff.
- Consult with management and staff on automation and technology training needs and materials, develop and participate in training programs to ensure proper data handling and transmission.

### **Strategic Planning**

- Provide overall management of strategic planning process for DOH.
- Manage multiple department-wide projects that encompass the development, implementation and tracking of DOH strategic plan and all department-wide goals and action items set out in strategic plan.
- Advise the Director and senior management on progress and challenges experienced within the Department meeting Strategic Plan objectives. Work with DOH staff and teams to address issues.

### **Asset Management**

- Lead, or Co-Lead DOH Asset Management activities including conducting analysis of loans in the department's loan portfolio and provide oversight of communication with borrowers on loan status.
- Ensure Asset Management team receives adequate training and ongoing support to utilize CDS and other related IT systems supporting the Department's Asset Management work.
- Assist Asset Management team and HCD staff in accessing and interpreting archived loan materials and legacy programs.

### **Liaison for DOH with key County working groups**

- Represent DOH on Information Management Planning Council (IMPC), responsible for making information and technology recommendations to Executive Council.
- Represent DOH on a variety of County Information Technology groups and committees including, but not limited to: LAN Administrator Group (LAG), Information Technology Advisory Committee (ITAC), GIS & Open Data Solutions Committee; Change Advisory Board (CAB), Learning Management System (LMS) Power Users Group (PUG).
- Participate in additional non-IT committees such as the ADA Compliance Committee, County Wellness Committee, Employee Engagement Committee, County Safety Committee, Emergency Response Coordinators Committee; and various other working groups to ensure DOH is well represented.
- Inform DOH management and staff of critical information generated by these Countywide groups and represent DOH interests at the committee level.

### **Supervision Received and Exercised**

- Receive direction from the assigned senior management.
- Exercise direct and indirect supervision over professional, technical, and clerical employees as assigned
- Provide supervision and staff support to coordinate a variety of administrative functions within an assigned department; assist in the development, implementation and interpretation of line administrative policies and procedures; and train and direct assigned personnel.