Data and Systems Manager

Summary

Plan, organize, manage, and direct the staff, operations, maintenance, and services of the City's information assets, including data and information governance, control, policy development, and effective utilization of data as an asset. This position will provide data insights that help drive strategic and tactical opportunities and be the champion for a citywide data-driven, decision-making culture.

Class Characteristics

General direction is provided by the Economic Development and Open Government Director; responsibilities include the direct and indirect supervision of professional, technical, and/or support staff.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Duties:

Data Policy

- Plan, organize, implement and direct the City's information assets, data and information governance, control, policy and procedures.
- Provide overall administrative direction, coordination, standards of service, and planning of data systems services and activities on a city-wide basis.
- Administer a data management plan that supports the overall strategic direction and operations.
- Develop and maintains controls on data quality, interoperability and sources to effectively manage risk.
- Oversee city-wide needs and recommend, develop, and implement strategic programs, policies and data systems to meet those needs.
- Collaborate with the Information Technology Manager and City executive team to establish vision and strategies for enhanced uses of data and information, and to create a culture that treats data as a city-wide asset.
- Lead the development, publication and maintenance of the information architecture, as well as a road map for its future development that matches and supports business needs.
- Evolve and institutionalize behaviors for the appropriate use of information within changing privacy needs, ethical values, societal expectations and cultural norms.

Data Management and Security

- Identify new kinds, types and sources of data to drive innovation throughout the City.
- Define processes for the effective, integrated introduction of new data.

- Advance the role of the data stewards in the City by assisting in defining and implementing policies and programs for data stewardship and custodianship in concert with legal, information security, and risk management.
- Define, manage, and control master data and metadata policies, controls, and standards, including reference data.
- Oversee the integration and staging of data, and the development and maintenance of the data warehouse and data marts.
- Create policies and controls for the appropriate protection of information assets through a defined life cycle from acquisition or creation to end of life destruction and disposal procedures.

Open Data / Data Distribution / Data Access

- Oversee open data initiatives and citizen engagement efforts.
- Oversee research and analytics to maximize the use of data assets.
- Explore and develop analytic capabilities and predictive modeling as it pertains to City-wide decision making.
- Develop and implement a comprehensive open data program for all city departments.
- Develop policies and practices for departments to use to identify, review, publish and maintain open data sets for external consumers.
- Develop standards for implementing websites, applications and other technology projects by city agencies in a way that supports open data.
- Oversee the management of an open data portal that will serve as the central directory for open data made available by the city.
- Engage with external consumers of open data to ensure awareness of available data, solicit feedback on data quality and obtain new ideas for future data releases.

Systems Management

- Oversee the City's complete software asset inventory including all on-premises and cloud-based systems.
- Collaborate with City departments in the selection and implementation of business systems to ensure full integration with, and enhancement of the City's data library, while also optimizing the use of existing City system investments.
- Ensure systems standards that allow for continued integration of City systems as appropriate.
- Oversee the defining of major software system needs and functionality, the vendor selection process, and the negotiation and management of vendor contracts.
- Manage the implementation process for all major software systems.
- Implement strong project management and change management concepts to ensure wide-spread adoption of new systems
- Ensure proper maintenance of all major software systems.

Managerial

- Oversee and direct the supervision of all assigned staff.
- Authorize various personnel actions, including, but not limited to, hiring, performance evaluations, promotions, transfers, and disciplinary actions in concert with organizational policies and practices.

Perform related duties as assigned.

Skills/Abilities:
A solid technical foundation and understanding of relational databases, GIS systems and applied data for mapping and software development.

Principles and practices of open data formats and portals (commercial and open source), open government and Government 2.0.

Solid understanding of application programming interface (API) that conforms to the constraints of REST (representational state transfer) architectural style and allows for interaction with REST web services.

Proficiency utilizing and building software applications that employ open data.

Principles and practices of government budgeting and legislative process.

Communicate with internal and external stakeholders on technical issues clearly and concisely, both orally and in writing.

Successfully manage and implement projects requiring the application of planning, process initiation, communication, control, leadership, resources and personnel management, monitoring, decision making.

Anticipate, plan and coordinate the work of subordinate technical and team members of other departments.

Analyze problems and situations and to present appropriate facts and recommendations concisely in written and oral form.

Demonstrated desire and ability to learn new procedures, software tools, and skills, with a self-motivated, proactive approach to work responsibilities.

Demonstrated strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.

Physical Demands and Work Environment:
While performing the duties of this job, the employee is regularly required to sit, use the computer keyboard and mouse, use hands to finger, handle, or feel, reach with hands and arms, talk or hear, stand, walk, and stoop, or crouch. Occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Requires the ability to work in an office environment where the noise level is usually moderate.

Qualifications
Knowledge of:
Principles and practices of leadership, supervision, training, and performance evaluation and experience managing technologically-directed teams.

Principles of project management, including the ability to effectively deploy resources and manage multiple, diverse projects in a cross-functional environment.

Knowledge of relevant enterprise-wide data management architectures, strategies, applications, big data solutions, and tools.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Education and Experience
Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education:
A Bachelor's Degree from an accredited four-year institution of higher education in business administration, computer science, GIS, data science, information science or related field, or equivalent work experience. A Master's degree with major course work in a related field is desirable.

Experience:
Five years of increasingly responsible management experience in information technology, data governance, geographic information systems, or data science, ideally in the government sector, including two years of supervisory experience.
Demonstrated experience leveraging new technologies to address complex business needs.

Certifications/Licenses:
Possession of a valid California Class C driver's license.

Relevant certifications in data management, data analytics, or other areas relative to the responsibilities of the position.

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