



THE COUNTY OF STANISLAUS

Behavioral Health & Recovery Services



Information Technology Manager (Manager IV)

\$85,446 — \$128,169 Annually

Apply by Friday, March 18, 2022

Interviews are tentatively scheduled for the week of March 27, 2022

Information Technology Manager IV Behavioral Health and Recovery Services

The County of Stanislaus, Behavioral Health & Recovery Services invites applications from qualified candidates for the vacancy of a Manager IV to fill a vacancy in the Information Technology Division.

About the Community

Stanislaus County is located in Central California within 90 minutes of the San Francisco Bay Area, the Silicon Valley, Sacramento, the Sierra Nevada Mountains and California's Central Coast. With an estimated 545,267 people calling this area home, the community reflects a region rich in diversity with a strong sense of community. Two of California's major north-south transportation routes (Interstate 5 and Highway 99) intersect the area and the County has quickly become one of the dominant logistics center locations on the west coast.

The County is home to a vibrant arts community with the world-class Gallo Center for the Arts, a symphony orchestra, and abundant visual and performing arts. Stanislaus County is a global center for agribusiness, positioned by its mild Mediterranean climate, rich soils and progressive farming practices. The area is recognized internationally for agricultural innovation with wine, almonds, poultry, milk, cattle, and walnuts being some of the featured industries.

The County is also home to California State University Stanislaus, Modesto Junior College and benefits from satellite locations of other high-quality educational institutions. The County was established in 1854 and has a total land area of 1,515 square miles. Temperatures range from an average low of 43 degrees in the winter, to an average high of 92 degrees in the summer. Temperatures move up into the high 90s during the summer months with low humidity and cool evening breezes from the San Joaquin Delta.

Stanislaus County has a current year total budget of \$1.49 billion and over 4,500 positions within 27 agencies and departments.

About the Department

Behavioral Health and Recovery Services is committed to behavioral health principles that are responsive to both mental health services and substance use disorders. Our scope of services includes, but is not limited to, inpatient and outpatient psychiatric services, substance use disorder services, behavioral education and prevention; public guardian functions and advocacy. We offer these services throughout Stanislaus County at Behavioral Health and Recovery Services managed sites and in partnership with community agencies, as well as other County departments.

The Position

The Information Technology (IT) Manager reports to the BHRS Chief Fiscal and Administrative Officer and is responsible for the direct management, supervision, and coordination of information technology for the Department. The IT Manager is a member of the Department's Senior Leadership Team. The position leads activities and is responsible for all IT platforms and support related to the operation of a county behavioral health organization; electronic health record (EHR) and other application development, support and maintenance; technology infrastructure and system engineering; data development and reporting; security of networks, systems and data; hardware and software; and internal/external customer service. The IT Manager will lead the transition to a new EHR, and develop and coordinate the delivery of training to end users. The position will develop and implement policies and procedures consistent with the requirements of multiple and complex industry requirements, conduct data and statistical evaluations and analyses, preparing complex and technical reports as required and as requested by the Director, Chief Fiscal and Administrative Officer, and other oversight entities. The incumbent will collaborate with the Outcomes and Evaluation Manager on developing data and reports to support performance measures and ongoing monitoring. The IT Manager (Manager IV) will lead, manage, and direct 16 information technology staff.

Typical Duties and Responsibilities

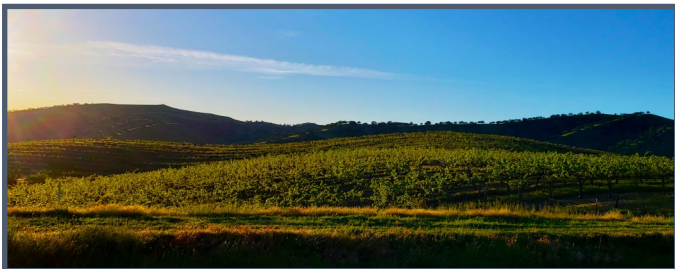
- Lead, plan, organize, manage, and coordinate the activities of projects and activities related to information technology and data management;
- Ensure that internal customers have access to systems and tools that will enable them to perform functions efficiently and effectively;
- Provide support to the BHRS Leadership Team in all areas concerning information technology and data management;
- Lead, plan, organize, manage, and coordinate the development, maintenance, and support of Department's electronic health record (EHR) platform and all associated technology;
- Consult with internal customers on projects, recommend solutions, advise on project feasibility;
- Develop plans for design, coordination and implementation of projects;
- Develop cost estimates, assign and coordinate technical resources, prepare and schedule project activities;
- Design and review technical specifications, software acquisitions, equipment design and system utilization;
- Manage project budgets;
- Collaborate with the Fiscal Manager to ensure that IT needs related to billing and reimbursement are prioritized;
- Collaborate with the Outcomes and Evaluation Management (OEM) Team to develop systems and processes to monitor performance measures and outcomes;
- Respond to and participate in audits and reviews regarding information technology platforms and services
- Recruit, interview, select and evaluate staff; supervise assigned staff;
- Establish work priorities, standards and procedures;
- Ensure subordinate staff receive proper training;
- Monitor quality of work and work productivity;
- Provide professional development coaching and team building for staff;
- Assign and review the work of staff, complete evaluations, and meet regularly with staff;
- Negotiate contracts and services with vendors, coordinate with BHRS Contracts Services and Information Technology Central;
- Plan upgrades and replacement of existing systems;
- Review summary reports for trouble calls from the Help Desk tracking system to determine the need for customer training and to identify trends in customer needs; and
- Manage the division's budget effectively, work with the BHRS Chief Fiscal and Administrative Officer to develop and report on the IT budget.



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Knowledge

- Principles and practices of supervision, management and human resource development;
- Knowledge of and adherence to all applicable professional/regulatory practice acts, state/federal regulations, and policies and procedures, including applicable regulatory agencies;
- Modern office practices, including policy and procedure development, work flow, forms and equipment;
- Current computer systems, security, network and systems administration, databases and data storage systems, and phone systems;
- Current technological applications;
- Principles and practices of management of large IT projects and roll-out of IT infrastructure across various technologies
- Applications of statistical methods from information processing to management analysis;
- IT infrastructure and operational best practices;
- Practical experience utilizing results-based accountability approaches to performance measurement, outcomes and public sector accountability;
- Multicultural skills, knowledge and experience;
- Practical experience utilizing "Crucial Conversations" or similar professional communication methodologies;
- Budgeting, general accounting practices, and cost allocation methodologies; and
- Equal Employment Opportunity principles.



BENEFITS PACKAGE

The County of Stanislaus provides a competitive and comprehensive benefits package for regular full-time County employees including:

- Excellent retirement benefits (2% at approximately age 61 formula);
 - Medical, dental, vision, and basic term life insurance plans;
 - County paid Deferred Compensation at 1.5% of base salary;
 - Two weeks annual vacation upon entering County service;
 - 16 additional vacation hours annually;
 - 56 hours administrative/management leave per year (does not carry over);
 - 96 hours of sick leave annually;
 - 10 paid holidays annually;
 - \$900 annual Professional Development reimbursement;
 - Car allowance;
 - Moving allowance;
 - Disability protection;
 - Optional participation in Flexible Spending Account programs;
 - Optional Supplemental Life & AD&D insurance plans; and
 - Employee Assistance Program.
- Details available upon request.



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Skills / Abilities

- Demonstrate customer service orientation and skills and manage assignments to completion in a timely manner;
- Communicate effectively and write clearly, succinctly and effectively;
- Work independently with minimal supervision and harmoniously with Departmental, County, partner, and oversight agency personnel, and the general public;
- Manage department-wide IT activities supporting mandatory reporting and billing;
- Work with staff to research, develop and successfully implement and manage technologies that address operational challenges;
- Develop and mentor staff on a continuous basis, including proactive utilization of conflict resolution skills, and promote an atmosphere of continuous improvement and effectively handle all aspects of personnel-related issues;
- Prepare and present comprehensive reports, spreadsheets, statistical data and recommendations and make public presentations;
- Facilitate and develop project teams and identify process improvement opportunities;
- Review, interpret and provide guidance on current or proposed County ordinances/policies, State and Federal laws and regulations;
- Monitor goals and objectives, participate in strategic planning and outcome measurement;
- Facilitate training and other group interactions;
- Define key business processes and develop recommendations for improving service efficiency and quality;
- Maintain confidential information according to legal standards and/or County policies;
- Apply sound administrative judgment to analyze and solve simple through complex IT and/or organizational problems;
- Remain abreast of developments in the fields of information technology;
- Work such hours as are necessary to accomplish the requirements of the job , and;
- Sit at a desk for extended amounts of time; and

- Lift, bend, stoop, reach overhead, push, pull, squat, twist and turn.

Education / Experience

- Graduation from an accredited four-year college or university with a degree in Information Technology and Information Systems, Computer Science, Information Science, Systems and Network Administration, Software Engineering, Computer Engineering, Cybersecurity or a closely related field; **AND**
- Four (4) years experience in Information Technology including at least three (3) years of full-time experience in a managerial or supervisory capacity in an Information Technology environment; **AND**
- Possession of a CA driver's license.

Work experience may substitute for the educational requirements on a year-for-year basis during the screening process when the candidate's work experience exceeds the minimum standards required for the position and had a direct application to the level and duties of the position applied for.

Desirable Qualifications

- Possession of a Master's degree in IT Management, Computer Science, Information Technology, or related field; **OR**
- Three (3) years of experience managing the design, support, and maintenance of an electronic health record EHR; **OR**
- Three (3) years of public sector experience in a County government agency; **OR**
- Three (3) years of behavioral health experience

Proof of education is required for verification purposes at the time of application. Applicants who are unable to submit proof must call (209) 525-7339 to make other arrangements before 5 pm on the final filing date. Failure to submit proof or make other arrangements before the final filing deadline will result in disqualification.

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CLASSIFICATION INFORMATION

Unless otherwise provided, this position is part of the Unclassified Service of the County and is considered 'at-will' and is designated Management for labor relations purposes. Incumbents are also subject to overtime, standby, callback, weekend, holiday and shift assignments. The individual selected will participate in the Stanislaus County Pay-for-Performance program, as well as receive additional benefits.

The Job Task Analysis provides information detailing the physical and functional demands of the classification. For the complete job task analysis, visit the Risk Management website at <http://www.stancounty.com/riskmgmt/> under the "Disability" tab.

APPLICATION PROCEDURES/FINAL FILING DATE

Applications cannot be submitted later than 5:00 p.m. on the final filing date. Make your online application as complete as possible so a full and realistic appraisal may be made on your qualifications.

Resumes will not be accepted in lieu of a complete application.

Attaching your resume and cover letter are an optional feature for those who wish to do so in addition to completing the required application. Information on your resume and cover letter will not substitute for the education, work experience and required fields on the County application. The online County application is the primary tool used to evaluate your job qualifications.

RECRUITMENT ACCOMMODATIONS

Arrangements may be made to accommodate disabilities and religious convictions. Applicants requiring testing accommodations are required to complete and submit the Testing Accommodation Request Form prior to the test administration date. Special arrangements for religious convictions should be included in the "Additional Information" section of the application form. <http://www.stancounty.com/personnel/pdf/ADATestingForm.pdf>

GENERAL INFORMATION

Appointment to County employment is contingent upon passing a fingerprint criminal background check. Some positions may also require a County-paid pre-employment drug screening. Some positions may require possession or the ability to obtain, and maintenance of a valid California Driver's license or the ability to utilize an alternative method of transportation when needed to carry out job related essential functions.

APPLICATION AND/OR EXAMINATION APPEAL RIGHTS

Application and/or examination results may be appealed by applicants presenting facts alleging irregularity, fraud and/or error in application screening or in exam scoring. Appeals must be in writing and submitted to the Chief Executive Office within seven (7) days after the examination results are mailed.

DISCLAIMER

Stanislaus County reserves the right to revise the examination plan described in this flyer to better meet the needs of County service. The provisions of this bulletin do not constitute an express or implied contract. Any provision contained in this bulletin may be modified or revoked without notice. The information contained in the bulletin is information, which sets forth a general summary of benefits for this respective position. This information is not legally binding. The benefits and other information regarding this position may be found in the Stanislaus County Code, the Stanislaus County Personnel Policies manual, or in the applicable Memorandum of Understandings, and such information prevails over information contained in this flyer. Questions regarding this announcement may be directed to the Stanislaus County Chief Executive Office Human Relations team.



The Mission of Club Wellness is to facilitate and encourage the "good health" of the county workforce. "Good health" is a state of complete physical, social and mental well-being, and not merely the absence of disease or infirmity; health is a resource for everyday life, not the object of living, and is a positive concept emphasizing social and personal resources as well as physical capabilities. The program seeks to increase awareness and knowledge of all employee benefits, nurture a team spirit and positive health behaviors, to motivate employees to adopt healthier habits and to provide opportunities and a supportive environment to create positive lifestyle changes.

For more information on Club Wellness go to www.myclubwellness.org