City of Virginia Beach Organizational Mission & Values
The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary
Manage a division of the Department of Public Utilities by providing oversight and management of departmental technical resources.

Representative Work Functions and Responsibilities
Develop long-term departmental technology strategy in conjunction with departmental leadership and ComIT.

Manage department-specific technology implementations in coordination with ComIT and assist with the coordination of related departmental process changes and business integration.

Coordinate with ComIT with respect to the implementation and support of enterprise applications and initiatives, and coordination of related departmental process changes and business integration.

Provide oversight and management of departmental technical resources tasked with project management and application support responsibilities for departmental and divisional initiatives to ensure the timely completion of tasks and the accomplishment of defined goals and objectives.

Manage technology-related procurement processes as necessary, including development of RFP’s, vendor selection, and contract negotiation.

Manage vendor service contracts, relationships, and support issues as necessary.

Coordinate with departmental leadership and ComIT to define management tools, dashboards and reporting requirements to assess productivity and efficiency, as well as assist management in making data-driven decisions. Identify opportunities to improve process efficiency and productivity through the use of technology.

Develop divisional budget and CIP funding request and appropriate justification
Serve on departmental and city-wide committees and teams as assigned.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on the current workload and department needs.
Performance Standards
Maintain effective relationships with division and departmental representatives, officials, consultants, contractors, and other professionals. Provide direction and supervision. Provide thorough reports in a timely manner. Review standards and best practices and make suggestions for improvement.

Minimum Qualifications
Requires any combination of education (above the high school level) and/or experience and training equivalent to twelve (12) years in fields utilizing the required knowledge, skills, and abilities, such as Computer Science, Management Information Systems, Systems Analyst, or related areas.

Preferred Qualifications
Prior experience in a management level position responsible for directing the work of others.

Special Requirements
All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

All members of Public Utilities have been designated as Alpha I positions requiring employees to work during inclement weather, regardless of the City’s operational status.

Knowledge-Skills-Abilities Required to Perform Satisfactorily
A. Knowledge
1. Knowledge of theories, principles, and techniques of business, computer/data systems analysis, and long range planning.
2. Knowledge of fundamental project management tools, techniques, and procedures.
3. Knowledge of operations and systems of the assigned functional areas.
4. Knowledge of statistical information gathering and reporting.
5. Knowledge of the organization and policies and procedures.
6. Knowledge of human resources management activities.

B. Skills
1. Skill in analyzing large-scale computer/data systems and processes, and design changes/enhancements to ensure appropriate service delivery.
2. Skill in creating technical documentation including work flow, process, and user instructions.
3. Skill in creating reports to analyze and support performance measures.
4. Skill in communicating issues effectively with front line personnel, customers, and management.

C. Abilities
1. Ability to maintain working relationships with users, contractors, and vendors.
2. Ability to communicate orally and in writing to varying levels of technically aware audiences.
3. Ability to supervise technical and clerical personnel.
4. Ability to work under established deadlines.
5. Ability to recommend and direct service changes.
6. Ability to align business requirements to delivered or utilized technologies.

Working Conditions
The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.
NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City’s business.

Physical Requirements: Physical refers to the requirement for physical exertion and coordination of limb and body movement.
Requires sedentary work that involves sitting most of the time, but may involve walking or standing for brief periods of time, involves exerting up to 10 pounds of force on a regular and recurring basis, and routine keyboard operations.

Mental Requirements: Mental refers to the degree that the job involves cognitive activities, and use of mental processes
Performs advanced professional level work in the analysis or interpretation of methods of an engineering, fiscal, legal, or managerial nature and formulates recommendations on the basis of such analysis; applies creativity and resourcefulness in the analysis and solution of complex problems; requires sustained, intense concentration for accurate results or continuous exposure to unusual pressure.

Environmental Conditions: Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.
This job involves a risk of limited to no exposure to any environmental hazards.

Sensory Requirements: Sensory refers to hearing, sight, touch, taste, and smell required by the job.
Normal visual acuity and field of vision, hearing and speaking.

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