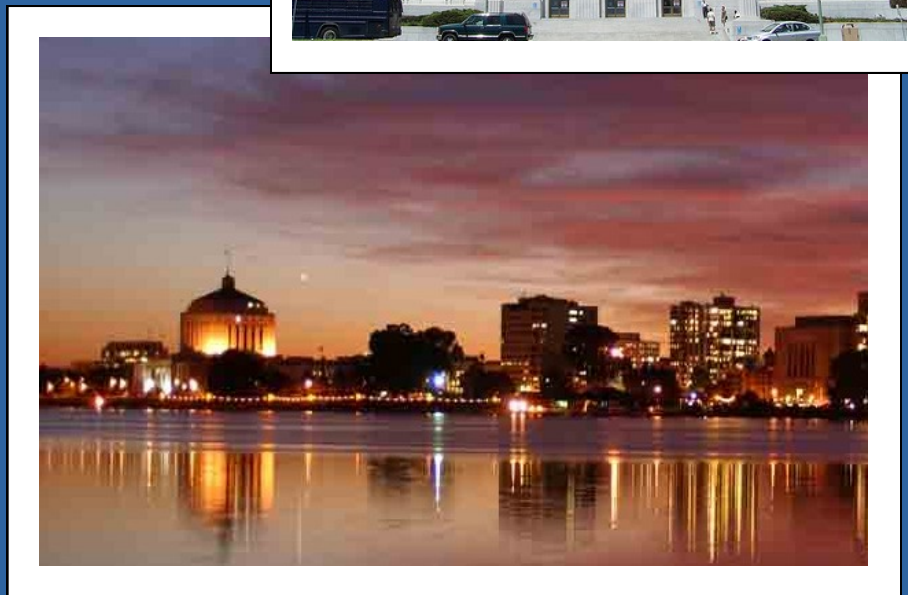# Alameda County
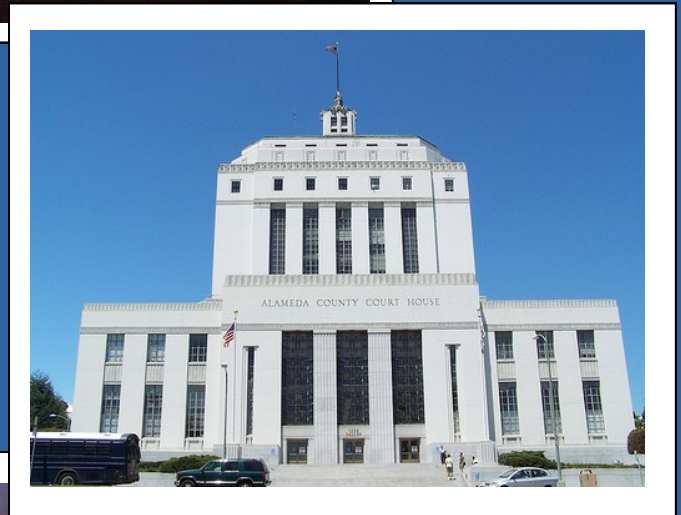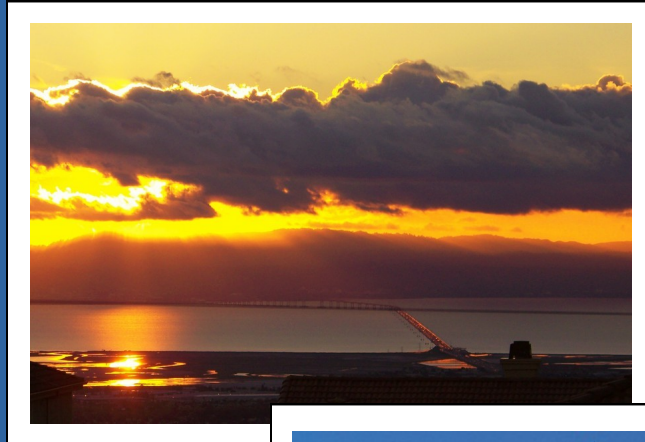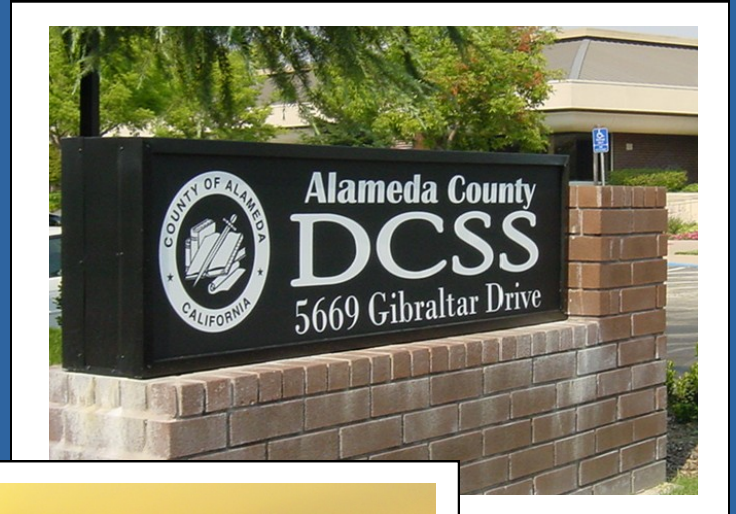## Department of Child Support Services

*The Alameda County Department of Child Support Is Seeking an*

# Information Systems Manager

## THE DEPARTMENT OF CHILD SUPPORT SERVICES

The Alameda County Department of Child Support Services (DCSS) is located in Pleasanton within the Hacienda Business Park, and is an easy commute from most Bay Area communities.

The Department has approximately 235 budgeted positions. The total agency budget for 2009-2010 was over 30 million dollars. The Department's Mission is to establish paternity, medical and child support orders and to collect child and spousal support payments in an efficient and cost effective manner while maintaining the respect and dignity of the public we serve. The department is currently organized within functional silos including: Administration, Program Applications, Computer Services, Specialized Accounting Support, Mail and Office Support, the Public Service Center, Enforcement, Pre-Order, Legal and Outreach.

## THE COUNTY OF ALAMEDA

Alameda County, located on the east side of San Francisco Bay, is California's seventh-largest county. The County employs 9,080 full-time employees and operates on an annual budget of $2.39 billion. Oakland, the County seat, is California's eighth largest city. One and a half million people call Alameda County home and live in a variety of incorporated cities, unincorporated communities and rural areas. As a major urban county, Alameda provides a full range of services to its citizens. The County is a blend of culturally and ethnically diverse communities, and its mixture of cosmopolitan and suburban areas provides the perfect environment for families and their active lifestyles. The County offers extensive cultural resources, countless recreational opportunities and an array of fine public and private colleges and universities.

## THE POSITION OF INFORMATION SYSTEMS MANAGER

The Information Systems Manager, under the direction of the Administrative and Financial Services Manager is responsible for supervising, planning, and coordinating the work of professional information systems staff involved in developing, evaluating and implementing complex and varied management information, financial and special purpose data processing systems in order to improve operations.

The Information Systems Manager also leads, coordinates, and participates in organizational/ management analyses and may act as project manager of a variety of child support initiatives. In addition, the Information Systems Manager acts as a liaison between Alameda County DCSS and a number of other state and federal agencies. The unit the Information Systems Manager oversees is responsible for:

- the maintenance of various computer systems and data bases
- helpdesk and network issues
- the establishment and maintenance of security roles; compliance with County, State and other jurisdictional rules, laws, guidelines and audits
- ensuring best cost and value in the procurement of equipment and services related to IT
- the monitoring of any IT-related contracts
- conducting research and testing on new IT technologies
- providing oversight for content on ACDCSS Intranet and SharePoint
- generation and design of reports and data repositories
- VOIP/telecom system coordination
- system and data analysis
- Child Support Enterprise Call Center Solution administration, including the monitoring of call activity as well as liaison activities with the call center and management
- developing policies and procedures related to information systems and the security of those systems
- performance of research and audits
- interfacing with representatives of specialized government agencies, County ITD and other departments in the administration of services and access to systems and information

## COMPENSATION AND BENEFITS

The annual salary range for the Information Systems Manager is **$78,603 - $105,227**. The County also offers an attractive management benefits program with the following elements:

- Retirement Plan covered by the 1937 Act
- Management Benefits Cafeteria Plan
- Health and Dental Insurance
- Life/Accident Insurance
- Paid Vacation & Sick Leave
- Management Leave (up to 7 days annually)
- Holidays (11 paid holidays; 4 floating holidays)
- Dependent Care Salary Contribution Plan
- Deferred Compensation Plan



## PROFESSIONAL QUALIFICATIONS

The equivalent of four years experience in data processing information systems. Performing duties such as systems analysis, application development, system evaluation, selection and implementation, and/or network administration. At least one year of experience must include direct supervision of other professional and technical data processing staff.

Interested candidates are encouraged to apply on-line:

**acgov.org/hrs**

## THE IDEAL CANDIDATE

The Alameda County Department of Child Support Services is recognized by the community and professional organizations as a leader in innovation, service delivery and employee excellence. The ideal candidate will have the ability to develop, refine and drive the realization of initiatives in collaboration with key stakeholders while facilitating innovative approaches to the implementation and acceptance of change in order to achieve the vision of the department. Additionally, the ideal candidate will possess the following,

KNOWLEDGE OF:
- State Department of Child Support Services program areas and related Federal & State requirements, laws and regulations
- CCSAS and specifically CSE applications
- child support operation business process and impact of computer systems on business needs
- strategic process management and business process redesign
- State Child Support Department structure and programs

DEMONSTRATED ABILITY TO:
- facilitate a diverse group of participants in meetings and task forces;
- make sound business decisions by thoroughly analyzing available information, drawing logical conclusions and including appropriate stakeholders;
- solve problems in a creative manner; be open-minded and genuinely consider others opinions;
- build collaborative relationships;
- negotiate to mutually agreeable outcomes;
- plan, organize and direct the work of multiple groups with varied priorities; and
- meet critical deadlines.

# THE APPLICATION PROCESS

Applications and Supplemental Questionnaires must be in the possession of the Human Resource Services Department by 5:00 p.m. on 10/25/2010

**Applicants are encouraged to apply on-line at www.acgov.org/hrs**

After an evaluation of applications and supplemental questionnaire responses, the candidates demonstrating the best qualifications for the position will be invited to an interview for further assessment (this may include a situational exercise). A final selection will be made from the top candidates. **A properly completed Supplemental Questionnaire must be submitted with each application. Postmarks and faxes are not accepted.** Failure to submit the Supplemental Questionnaire will result in disqualification.

# THE SUPPLEMENTAL QUESTIONNAIRE

The purpose of this questionnaire is for you to verify further knowledge, skill or ability in job-related areas. It is critical that you fill out the Supplemental Questionnaire completely.

Please keep your answers to no more than one page per question. However, you are encouraged to provide as much detail as possible in your answers. We are searching for specific examples of some of your past accomplishments and challenges and request that you formulate your answers to describe the specific situations, your role and actions taken and the impact your actions had on the organization or particular project outcome.

**For each of the following questions please provide the following information:**

A. The name of the employer that relates to your response.
B. Your position and the position of the person you reported to.
C. The time period you performed in that capacity.
D. The number of staff (if any) that you supervised and their respective titles.
E. The content of your response to the specific question.

## Questions

1. Describe the most creative approach you have used to obtain the best cost and value in the procurement of an IT product or service.

2. Describe the most challenging situation you have faced in monitoring the performance of multiple contractors on a specific project?. What methodology did you use to measure performance and stay within the proposed project budget? What was the outcome?

3. Describe your general experience working in an IT network environment which required your managerial assessment of software and hardware needs, oversight of desktop support, and assuming an administrative role for an active directory system. In addition, please provide a specific example of a time when you recognized a need relating to hardware or software modification and describe the steps you took to address that need. What was the result of your effort?

4. Describe your experience supervising professional or technical staff and provide a specific example of when you have had to address a performance issue with an employee. What steps did you take to address the situation and how did you follow-up? What was the result of your effort?

5. Describe your experience working within the California Child Support Automation System (CCSAS) and specifically the Child Support Enforcement (CSE) application as they relate to child support program operations. What was the most difficult part about learning these systems and what steps did you take to overcome those difficulties?

6. Local Child Support Departments have recently gone through a statewide conversion of their automated case management information technology systems. As a result, Child Support Departments statewide are dealing with the impacts and challenges this system has had on data integrity, quality information/report generation, measuring outputs, and workload distribution. Describe your experience working in an organization that has undergone systemic automation changes. In addition to describing your experience, provide a specific example of the most difficult obstacle you faced as it related to analyzing and initiating or recommending an organizational change. What steps did you take? What was the impact of your efforts?

## *FOR ADDITIONAL INFORMATION*

Should you have questions regarding this position feel free to contact:



**Alameda County Human Resource Services**

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