

	HOUSTON HOUSING AUTHORITY POSITION DESCRIPTION
Position Title:	Assistant Director of Information Technology
Department:	Information Technology
Supervisor:	Director of Information Technology
<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non Exempt <input checked="" type="checkbox"/> New Position <input type="checkbox"/> Revision (see below)	
<input checked="" type="checkbox"/> Change of title Previous Revision Date: _____ Other (Please Specify) _____	
<input type="checkbox"/> Revised qualifications <input type="checkbox"/> Revised duties	_____
<input type="checkbox"/> Expanded qualifications <input type="checkbox"/> Expanded duties	_____
Effective Date:	_____
Approved:	_____
	Director Information Technology
Approved:	_____
	Director Human Resources

General Summary Assistant Director

At the Houston Housing Authority, we make a Positive Difference. The assistant director makes a difference in our employees' jobs, customers, and the Houston area. This position is a crucial member of our Information Technology team that reports to the Director of Information Technology.

The assistant director is responsible for overseeing the Technical Support, Application Support, Web Support, Documentation, and Administrative duties of the Information Technology Department under the direction of the Information Technology Director. They will manage, monitor, and report on the status of the Houston Housing Authority (HHA) systems, both in-house and third-party systems, and are responsible for ensuring they are up and running 99.9% of the time. They will oversee all HHA software system upgrades and enhancements while working with stakeholders at all levels to ensure that all departments receive Information Technology support, guidance, and cooperation to meet all their needs. They will manage special Information projects by methodology and guidelines as issued by PMI.org. They will also perform other duties and projects as the Director of Information Technology assigns them.

Principal Duties and Responsibilities

The key responsibilities and deliverables of this role include but are not limited to the following:

- Assist the Director of Information Technology Director in managing and directing the Information Technology Department.
- Assist in Planning, organizing, controlling, and evaluating I.T. operations and processes.
- Supervise, Mentor, and Monitor information technology staff as assigned.
- Project Management duties for the Information Technology projects utilizing PMI methodology.
- Create and manage specialized reporting utilizing SSRS, Power BI, and SharePoint, as well as other technologies as directed by the Director of Information Technology.
- Assist in Information Technology purchases and vendor management.
- Assist in Documenting, Maintaining, and improving Information Technology systems, processes and techniques.
- Lead the performance of IT Service Management to internal and external clients and ensure service level agreements (SLAs) are achieved.
- Manage and contribute to the delivery of all IT services to meet business objectives
- Oversee services and system upgrades and analyze the impact on the organization.
- Assist in risk management assessments and the impact of new systems and/or processes.
- Manage the service disruption resolution process, including communication to appropriate audiences concerning service disruptions through interfaces with internal and external service providers
- Identify key performance indicators (KPIs) and create mechanisms for reporting KPIs and SLAs to senior management monthly
- Collect and analyze customer feedback, adjusting as needed to ensure customer satisfaction
- Partner with business application owners in delivering projects and new functionality, including communication, training, and ongoing engagement activities.
- Manage the Technical Support, Development, and Documentation teams.
- Performs other duties as assigned by the Director of Information Technology.

Knowledge, Skills, and Abilities

- 5+ years of Information Technology Service Management (ITSM) experience.
- Knowledge of Information Management.
- Ability to manage and lead teams effectively.
- Have excellent organization, prioritization, and communication skills.
- Ability to create, maintain, and manage portions of the department budget.
- Knowledge and experience of Microsoft SQL TSQL, query building, creating and maintaining stored procedures, utilities, and tools.
- Knowledge of SSRS report building and implementation.
- Basic understanding of IT infrastructure components (Active Directory, Messaging, Networking, Security, Cloud, VPN)
- Strong problem-resolution skills with drive and focus on accuracy and completion of projects.
- Skilled in operating general office machines and computers.

- Ability to establish and maintain effective working relationships with other employees, residents, owners, and managers.

Complexity/Scope of Work

- The employee performs various related tasks that vary from simple to highly complex, depending upon the nature of the problem or request. The course of action is determined by the supervisor and by established procedures.
- The employee may coordinate, integrate, or prioritize tasks.
- The employee's work affects the output of the Information Technology Department and Houston Housing Authority.
- Successful performance of duties by the employee will enhance the ability of all Houston Housing Authority functional units to provide decent, safe, and sanitary public housing efficiently and effectively.

Guidelines

The employee follows established HUD and Houston Housing Authority policies and procedures and the programming profession guidelines. These guidelines cover most job-related situations, and the employee occasionally is required to use independent judgment in making decisions. If guidelines do not cover a situation, the employee consults the supervisor typically. Policies, procedures, and guidelines are generally specific and clear.

Supervisory Controls

- The employee receives assignments and instructions from the Director of Information Technology. Depending on the project, the course of action, deadlines, and priorities may be established by procedure, the supervisor, or the employee.
- The employee initiates routine activities without supervisory direction.
- Problems or situations not covered by instructions are generally referred to the supervisor for resolution.
- The employee's work is reviewed for accuracy, completion, and compliance with policies and procedures.
- The employee will supervise the technical support, application support, software development, and documentation/administrative staff.

Personal Contacts

Personal contacts are primarily with other employees, consultants, contractors, vendors, and computer hardware and software companies. The purpose of such connections is to obtain and provide information on computer system requirements for data processing and hardware and software, resolve problems, provide services, interrogate, and make decisions.

Physical Demands/Work Environment

- Work is principally sedentary but may involve physical exertion, such as kneeling, crouching, lifting some objects, and eye strain from working with computers and other office equipment.

- Work involves the normal risks or discomforts associated with an office environment but is usually in an adequately heated, lighted, and air-conditioned area.

Minimum Qualifications

- Bachelor's degree in Computer Science and at least five (5) years of experience or an equivalent combination of education and experience.
- Five (5) years of experience in a supervisory position.
- Knowledge of I. T. methodology and management.
- Experience supervising Information Technology employee(s) or team(s).
- Experience with Emphasys Elite software preferred.
- Experience in Project Management.
- PMP Certification Preferred.
- Experience with MS SQL, including TSQL, SSRS, and SSIS preferred.
- Bondable.
- Valid Texas driver's license.
- Eligible for coverage under Houston Housing Authority fleet auto insurance.

Disclaimer

The above statements describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.