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Information Technology Senior Manager

JOB CODE	JOB FAMILY	PROFILE
JCM516	**Information Technology**	**Information Technology Senior Manager**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$92,456.00 - $143,333.00**	**October 21, 2026**

The Information Technology Senior Manager plans, organizes, directs, staffs, and oversees either major technology sections within the Information Technology Department—such as application development or infrastructure management—or all major technology functions outside the department, including application and technology support, business requirements analysis, and systems project management.

Provides strategic planning and budget oversight for technology functions and operations within the assigned section. Manages staff, recommends technology-related policies, sets vision and mission statements, and ensures achievement of objectives. Exercises a high level of discretion and accountability in program decisions. Works within the scope of the assignment and directly manages department projects. May serve as a project manager and provide technical expertise in a specific functional area. Supervises employees, including hiring, training oversight, performance evaluation, coaching, disciplinary actions, and terminations.

Functional Area: Project Management

Oversees and leads the Project Management Team to ensure successful execution of projects within scope, budget, and timeline. Provides strategic planning, develops the team, allocates resources, and maintains strong cross-department communication to support project success. Applies project management methodologies with a focus on continuous improvement and high-performance team dynamics. Demonstrates leadership and a strong track record in project management.

Job Description

DUTIES AND RESPONSIBILITIES

- Develops strategic plans, objectives, and priorities for the assigned section and operational areas. Plans, develops, and implements programs that use human and financial resources to achieve results.
- Determines organizational structure, staffing needs, and work strategies for the assigned section and operational areas.
- Provides overall direction for day-to-day activities in the assigned section and operational areas.
- Develops and administers the annual budget for the assigned section and operational areas. Approves and tracks expenditures; reviews, approves, and researches costs for new hardware, software, and other items; prepares and approves cost/benefit analyses, reports, and recommendations.
- Manages the development of operational and functional standards, practices, policies, and procedures. Participates in the development and implementation of strategic departmental goals, policies, and priorities.
- Supervises and directs the work of professional, technical, and other employees, directly or through subordinate supervisors. Ensures staff have adequate resources to perform their duties and that operations align with organizational goals and objectives.
- Designs, directs, and oversees section quality assurance activities.
- Meets and consults with customers and vendors regarding service delivery needs. Oversees and participates in the design, development, delivery, and implementation of IT products to meet those needs.
- Develops specifications for requests for proposals for external services. Reviews submissions and recommends vendor selection.
- Oversees the procurement of services and goods.
- Directs the management of projects to enhance or upgrade technology services and utilization.
- Manages projects that vary in size, scope, and resource needs. Duties include developing cost/benefit analyses, creating budgets, evaluating risk, drafting specifications for requests for proposals, reviewing vendor submissions and performance, ensuring compliance with County procedures and standards, coordinating with clients, directing project resources and staff, and overseeing testing and quality assurance processes.
- Prepares reports, correspondence, and other documents. Participates on committees and task forces. Attends meetings, conferences, and training sessions.

Functional Area (IT Project Management)

- Lead, mentor, and develop a team of project managers to ensure individual and team performance goals are met.
- Conduct regular performance reviews and provide constructive feedback.
- Foster a collaborative, results-driven environment and promote a culture of continuous learning and improvement.
- Oversee the planning, execution, and delivery of multiple projects simultaneously, ensuring adherence to established processes, budgets, and timelines.
- Provide guidance and support to project managers in developing project plans, schedules, and risk management strategies.

- Ensure consistent application of best practices and methodologies (such as Agile or Waterfall) across all projects.
- Collaborate with cross-functional leaders to define project goals, scope, and resource requirements.
- Optimize team resources by assigning projects and tasks based on team strengths and capacity.
- Manage resource allocation and ensure alignment with business priorities and objectives.
- Serve as the primary point of contact for senior management and stakeholders regarding project status, risks, and issues.
- Prepare and present regular project status reports that highlight key milestones, timelines, and potential obstacles.
- Facilitate regular project meetings to maintain alignment, track progress, and mitigate risks.
- Identify and implement process improvements and best practices to streamline workflows and increase efficiency.
- Proactively identify and manage project risks and ensure effective mitigation strategies are in place.
- Ensure projects meet quality standards and comply with internal policies and external regulations.
- Handle sensitive or confidential records, plans, documents, and decisions in accordance with organizational confidentiality requirements.
- *The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.

MINIMUM QUALIFICATIONS

- Bachelor’s degree in Computer Science, Information Systems, or a related field.
- Ten (10) years of work experience in Information Technology within a complex information systems environment, variety of hardware systems and software applications, or networking engineering.
- Four (4) years in a managerial role.

*Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

ADDITIONAL REQUIREMENTS

- Depending on assignment, professional-level competency and/or certification related to the technologies used by the appointing department may be required.
- Depending on assignment, experience specifically related to the position’s duties (e.g., applications, network, and/or general systems) may be required.

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver’s license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.

WORKING CONDITIONS

- Work typically occurs in an indoor office environment but occasionally requires travel to other locations.
- The work environment may occasionally be noisy.
- Evenings, holidays, and/or weekend work may be required.

EQUIPMENT, TOOLS AND MATERIALS

- Employee works with computers, connectors, printers, cables, terminals, personal computers and peripheral equipment including various software.
- Various forms of paperwork are handled in performance of essential job duties.
- Occasional use of a county vehicle.