SOUTH COAST WATER DISTRICT

INFORMATION TECHNOLOGY MANAGER

DEFINITION

This position is located in the Immediate Office of the General Manager. The incumbent plans, organizes, oversees, coordinates and reviews the work of staff performing difficult and complex professional, technical and office support related to all programs and activities of the Information Technology Office; administers current and long-range planning activities; manages the effective use of the District’s information services resources to improve organizational productivity and customer service; provides highly complex and responsible support to the General Manager and other departments in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

This position reports to the General Manager. The incumbent supervises assigned staff.

CLASS CHARACTERISTICS

This is a mid-management classification that manages District information technology activities, including development of user requirements, needs analysis, project scope, and the administration and operation of computer equipment. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the General Manager, and other departments in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work.

The incumbent ensures that her/his activities are aligned with and support the South Coast Water District’s policies, mission, vision, core values, core strategies, and annual action items as well as performance measures.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

Duties may include, but are not limited to, the following:

- Plans, manages, and oversees the daily functions, operations, and activities of the Information Technology Office, including the development of user requirements and network infrastructure, telecommunications, database administration, business systems application development, maintenance of file servers and personal computers, and the administration and operation of other related systems and equipment.
- Manages and participates in the development and implementation of goals, objectives, and priorities for the Information Technology Office; appropriate service and staffing levels; recommends and administers policies and procedures.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the General Manager.
- Manages and participates in the development and administration of the Information Technology annual budget; directs the forecast of additional funds for staffing, equipment, materials and supplies; monitors and approves expenditures; directs and implements adjustments as necessary.
- Directs and coordinates the work plan for the Information Technology Office; meets with staff to identify and resolve problems; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.
- Participates in the selection of personnel; trains, motivates, and evaluates assigned personnel; provides input on discipline and termination procedures, evaluates and reviews work for acceptability and conformance with office standards, including program and project priorities and performance evaluations;
provides or coordinates staff training; works with employees to correct deficiencies; conducts quarterly performance and development sessions with each direct report.

- Develops, modifies, and implements the District’s Information Technology strategic plans, processes, and procedures; investigates, evaluates and oversees administration of new applications and hardware/software upgrades related to all computer technology and the internet and intranet

- Oversees the development of consultant requests for proposal for professional and/or construction services and the advertising and bid processes related to information technology support; evaluates proposals and recommends project award; administers contracts after award; participates in the negotiation and administration of contracts for construction projects; ensures contractor compliance with District standards and specifications, time and budget estimates; analyzes and resolves complex problems that may arise; recommends and approves field changes.

- Conducts capital improvement project planning activities; provides oversight and input into the conceptual design of IT projects; investigates and resolves problems with scope of work or cost issues of major upgrade and replacement projects.

- Oversees the operating system for the file servers and arranges for installation, upgrades, and troubleshooting of operating system programming problems.

- Oversees the maintenance, development, and support of database and business systems applications used by the District.

- Monitors the development and implementation of new network and computerized systems and procedures, works with end users to develop specifications, decides or recommends feasibility of development projects, and evaluates capacity to implement in-house or to outsource.

- Provides consulting advice and technical expertise to District departments regarding hardware/software needs analysis, evaluation of proposed solutions, systems integration, and solutions implementations; identifies and recommends appropriate standards or specialized hardware and/or software to meet the District’s needs.

- Ensures safety and security of information system assets and protects systems from inappropriate access or destruction.

- Provides highly complex staff assistance to the General Manager; prepares and presents staff reports and other necessary correspondence.

- Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to assigned programs, policies, and procedures, as appropriate.

- Implements adopted information technology plans, policies and standards.

- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of public agency information technology systems; researches emerging products and enhancements and their applicability to District needs.

- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.

- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.

- Performs other duties as assigned.

**QUALIFICATIONS**

**Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation and evaluation, project management, and supervision of staff, either directly or through subordinate levels of supervision.

- Principles and practices of budget administration.

- Hardware and software characteristics of various computer systems and a general understanding of system features and their integration capabilities.

- Systems design and development processes, including needs analysis, feasibility studies, software design, programming, beta testing, installation, evaluation, and operational management.
Applicable Federal, State, and local laws, codes and regulations concerning the operation of the Information Technology Division.

Principles and practices of contract administration and evaluation.

Recent and on-going developments, current literature, and sources of information related to the operations of Information Technology Division.

Record keeping principles and procedures.

Modern office practices, methods, and computer equipment and applications related to the work.

English usage, grammar, spelling, vocabulary, and punctuation.

Techniques for effectively representing the District in contacts with governmental agencies, community groups and various business, professional, educational, regulatory and legislative organizations.

Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and District staff.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Manage and monitor complex projects, on-time and within budget.
- Train staff in work procedures; organize, assign, and evaluate the work of staff.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Interpret, explain, and ensure compliance with District policies and procedures, complex laws, codes, regulations and ordinances.
- Effectively represent the office and the District in meetings with governmental agencies, community groups and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of work.

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five (5) years of experience in the development and administration of computer systems, telecommunication systems and local area networks, including two (2) years designing and managing computerized information systems in a supervisory or project manager capacity.

Training:

Equivalent to graduation from an accredited four-year college or university with major coursework in Computer Science, Management Information Technology, or a related field.

License or Certificate:

- Valid California class C driver’s license with satisfactory driving record.

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PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing to work weekends, holidays, and off-hour shifts for emergency callback response.

The specific statements shown in each section of this classification description are not intended to be all-inclusive. They represent the essential functions and minimum qualifications necessary to successfully perform the assigned functions. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.