Job Title: Information Technology Department Manager
Department: Information Technology
FLSA Status: EXEMPT
Revised as of: 12/2019

DEFINITION

Plans, organizes, directs and reviews the activities and operations of the Information Technology ("IT") Department including the development and maintenance of hardware and software systems that allow for automated operations of the Agency and its wastewater treatment plant; maintains Agency computer security; coordinates assigned activities with other departments and outside agencies; and provides highly responsible and complex administrative support to the General Manager.

DISTINGUISHING CHARACTERISTICS

The Information Technology Department Manager duties are administrative/managerial and highly complex in nature, involving highly technical functions. The incumbent has broad management authority for the day-to-day operations of the Information Technology Department, as well as functional authority/responsibility for overseeing numerous information technology projects.

SUPERVISION RECEIVED AND EXERCISED

Reports directly to, and receives administrative direction from the General Manager. Responsibilities include broad management authority over professional and technical positions within the IT Department.

EXAMPLES OF DUTIES: *the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.*

- Develops, plans and implements department goals and objectives; recommends and administers policies and procedures.
- Coordinates department activities with those of other departments and outside agencies and organizations; provides staff assistance to the General Manager and Board of Directors; prepares and presents staff reports and other necessary correspondence.
- Directs, oversees and participates in the development of the department's work plan; assigns work activities, projects and programs; monitors work flow; on-site and off-site review and evaluation of work products, methods and procedures; troubleshoots metering stations both on-site and off-site.
- Supervises and participates in the development and administration of the Information Technology Department budget; directs the forecast of additional funds needed for

staffing, equipment, materials and supplies; monitors and approves expenditures; implements mid-year adjustments as necessary.

- Selects, trains, motivates and evaluates personnel; provides or coordinates staff training; conducts performance evaluations; implements discipline procedures; maintains discipline and high standards necessary for the efficient and professional operation of the department.
- Develops, programs and maintains plant IT equipment including computer systems, programmable logic controllers, variable frequency drive and systems integration in accordance with industry standards.
- Develops, programs and maintains the Agency's Enterprise Resource Package software and integrates with hardware and software systems.
- Designs and implements technical specifications for new equipment and processes.
- Provides appropriate response for any failures in processes.
- Identifies and provides technical products and expertise to Agency staff for hardware and software programming.
- Manages and maintains computer systems including networking, security, surveillance, automation, desktops, servers and software.
- Coordinates with other department managers regarding the effective planning and implementation of IT upgrades, improvements and modifications to the treatment plant in accordance with industry standards and ensures minimal disruption to operations.
- Secures and manages the services of contractors and consultants in the performance of IT studies and projects; prepares and administers IT contracts and purchase agreements.
- Assists in the implementation of the Agency surplus property program.
- Performs confined space entries for equipment installation.
- Represents the department to outside groups and organizations; participate in outside community and professional groups and committees; provides technical assistance as necessary.
- Researches and prepares technical and administrative reports and studies; prepares written correspondence as necessary.
- Represents the Agency with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Builds and maintains positive working relationships with co-workers, other Agency employees and the public using principles of good customer service.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:
- Principles and practices of programming in several computer and automation languages such as JAVA, Python, Javascript, HTML, Programming Frameworks, Ladder Logic, Statement List, etc.

- Principles and practices of system integration including SCADA, HMI, Industrial Communications Protocols, electrical signaling, and industrial equipment and operations common to industry standards for an advanced wastewater treatment plant.
- Methods for building, troubleshooting and maintaining communications systems.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Pertinent local, State and Federal laws, rules and regulations.
- Organizational and management practices as applied to the analysis and evaluation of programs.
- Principles and practices of organization, administration and personnel management.
- Principles and practices of budget preparation and administration.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Operation of office equipment including personal computers, fax machines, copiers, printers, telephones, voicemail and e-mail systems, etc.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Principles and practices of safety and emergency procedures.
- Principles and practices of customer service.

Ability to:
- Plan, direct and control the administration and operations of the Information Technology Department.
- On a continuous basis, know and understand requirements and all essential aspects of the job; access, review, analyze and interpret a wide variety of reports, technical data and budget documents; know and understand laws, regulations, rules and codes related to area of assignment; observe performance and review and evaluate staff; problem solve department related issues; remember various processes and requirements; and interpret and communicate policy, information and instructions.
- Develop software and hardware solutions for a variety of Agency needs.
- Troubleshoot, repair and retool software and hardware.
- Read, understand and apply electrical and mechanical drawings and designs.
- Prepare and administer department budgets.
- Develop and implement department policies and procedures.
- Supervise, train and evaluate assigned personnel.
- Gain cooperation among staff and management team through discussion and persuasion.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Interpret and apply Agency and department policies, procedures, rules and regulations.

- Understand and carry out oral and written instructions, and prioritize workload to meet deadlines.
- Read, write and comprehend the English language at a level necessary for effective job performance, exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishment of Agency goals, objectives and activities.

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

Experience:
Eight years of supervisory or higher-level experience that involved the development, maintenance and implementation of information technology solutions; including two years in a management capacity.

Education:
Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, information technology, or a related field.

SPECIAL QUALIFICATIONS

License and Certificate:
Possession of a valid California or Nevada Class C Driver License is required at time of appointment.

Ability to obtain a confined space certificate within six months of appointment.

Possession of, or ability to obtain a 40-hour Hazwoper Hazardous Materials Technician Level III certification within six months of appointment.

PHYSICAL REQUIREMENTS
Work effectively for long periods of time at a desk, table, counter or while driving; intermittently move, traverse and position self while performing work activities and to

reach needed items; position self to adjust office equipment or to access low or high items; manipulate operate and activate office equipment and office tools; and move or transport weight of 20 pounds or less.

Ability to wear a self-contained breathing apparatus and air purifying respirator.

WORKING/ENVIRONMENTAL CONDITIONS
Work is performed in a typical temperature controlled office environment subject to typical office noise and environment. Some duties expose the incumbent to outdoor conditions and to all weather conditions. Possible exposure to chemicals (dust, gases, liquids, solids, fumes), odors and noise. Position requires work both during and outside of regular business hours, as well as occasional weekend work and the ability to travel.