

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION

TITLE: INFORMATION TECHNOLOGY MANAGER

DATE: 7/19/2021

JOB CODE: 51840

FLSA STATUS: EXEMPT

UNIT REPRESENTATION: MID-MGMT

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DUTIES SUMMARY

Under direction of the Deputy General Manager, to plan, organize, direct, manage, and supervise the activities of the Information Technology section in providing sophisticated, comprehensive Department-wide information technology programs and services to support the achievement of Department key values; provide expert professional assistance and guidance to Department management on technology strategy, long-term technology initiatives and investments, and uses of technology to solve operational needs and problems; manage the development, implementation, and maintenance of the Department's information security and privacy policies, standards, guidelines, baselines, processes, and procedures in compliance with state and federal regulations and standards; oversee and ensure compliance with the Department's cybersecurity policy and related programs; monitor information security trends and keep the Department's executive team informed about security related issues and activities; understand, assess and respond to potential threats, vulnerabilities, and control techniques; serve as liaison to local, state, and federal law enforcement and other related government agencies on information security related issues; Serve as primary advisor to Department management in setting the strategic direction of technology for the Department; and perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This single position class is responsible for managing and integrating broad, comprehensive information systems and technology programs and services for the Department, including business systems applications, engineering support and technical operating systems, networking and data communications systems and technology, data management, cybersecurity policy and programs, and centralized customer support services. Supervision is received from the Deputy General Manager; supervision is exercised over the Information Technology section and assignments are broad in scope. The work in this class is complex, involves significant accountability and decision-making responsibility, and involves a high degree of discretion in execution. The ability to understand Department and end-user needs and balance response with efficient and cost-effective scheduling is essential. Work in the evenings or on weekends or holidays may occasionally be required to accommodate Department needs, in addition to responding as a Disaster Emergency Service Worker.

EXAMPLES OF DUTIES

The following duties are typical essential duties for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:

- Provide courteous and expeditious customer service to the general public and City and Department staff;
- Routinely adhere to and maintain a positive attitude toward City and Department goals;
- Develop and implement goals, objectives, policies, procedures, programs, and priorities as needed to improve the quality and efficiency of technology services;
- Provide day-to-day leadership and work with staff to ensure a high-performance, customer service-oriented work environment which supports achieving Department goals and the Department's mission, strategic plan, objectives, and values.
- Plan, manage, and oversee the daily functions, operations, and activities of the Information Technology Section, including the development of user requirements and network infrastructure, telecommunications, database administration, business systems application development, maintenance of servers and personal computers, and the administration and operation of other related systems and equipment; develop technical standards and procedures for system design, maintenance and operation;
- Select, train, motivate, and evaluate staff;
- Plan, organize, direct, and evaluate the performance of assigned staff; establish performance requirements and personal development targets; regularly monitor performance and provide coaching for performance improvement and development; inspect work for accuracy and completeness; evaluate work techniques and methods for conformance to established standards; counsel employees; recommend, draft, and implement disciplinary action in accordance with the Department's personnel rules, policies, and labor agreements;
- Plan, direct, and participate in conducting administrative or management assessments relating to assigned requirements; identify problems, perform research and analysis, and evaluate alternatives; discuss findings with Department executives and managers; develop conclusions, recommendations, and implementation plans; direct, coordinate, and participate in implementing policies and practices;
- Prepare the section's annual operating and capital outlay budget requests; monitor expenditures against goals and objectives; approve procurement and purchase requisitions; verify issuance of Purchase Orders and timely payment and renewal of software licenses and contracts;
- Support the objectives and needs of the Purchasing Section and Finance Division with asset tracking; Keep up to date inventory of all information technology related hardware, equipment, materials, and supplies;
- Plan, coordinate and oversee completion of the work of outside contractors, consultants, and vendors to ensure contract requirements and project plans are met; coordinate and oversee the work of programmers performing applications development, installation and/or maintenance projects; participate in the installation and testing of program enhancements and software packages.
- Monitor technology usage and ensure compliance with Department technology related policies; report issues and problems to appropriate division head and Human Resources.
- Administer security standards and policies; configure, monitor and diagnose problems with backup and restore operations; perform disaster recovery planning and operations.
- Ensure all systems, applications, and integrations are implemented and maintained using sound principles of operating systems, networks, and systems management; ensure full documentation to provide an accurate, up-to-date depiction of the Department's environment; serves as primary point of contact for critical applications

- Serve as a liaison between vendors and the Department; review proposals; negotiate contracts; monitor vendor performance; coordinate installation of technology resources;
- Direct and assess security risk and vulnerability testing of networks, systems, applications, databases, and associated technologies; develop policies and strategic plans for immediate and future security needs;
- Supervise the development, design and maintenance of hardware and software systems to meet the needs of the Department; determine application and infrastructure requirements for projects that require technology assets;
- Supervise the maintenance, administration, and upgrade of Department networks; ensure that network architectures meet standards, operational, and cybersecurity requirements; ensure safety and security of information system assets and adherence to best practices and industry standards to protect systems from inappropriate access or destruction.
- Prepare, review, and maintain a variety of records, reports, memoranda, correspondence, directives, time sheets, incident reports, maintenance requests, daily operation reports/logs, and other documents; review and approve payroll timekeeping records;
- Ensure quality assurance testing and installation of new technology, including implementation and conversion to new hardware and software;
- Respond to emergency situations (by telephone and/or in person) during off hours as required;
- Safely operate Department vehicles;
- Perform other related work as required.

QUALIFICATIONS

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:

- Advanced principles, practices, and methods of administrative, organizational, and economic procedures; advanced principles of project and contract management, including scheduling; principles and practices of public administration, including budgeting and maintenance of public records;
- Intermediate to advanced levels of supervision, including appropriate laws and regulations concerning FLSA, EEO, ADA, and other requirements concerning discrimination, harassment, sexual harassment, and working conditions; principles and practices of effective management and supervision;
- Principles, practices, and techniques of Information Systems and Technology management, including application design, hardware, and software options for Water and Wastewater utilities;
- Principles and practices of effective management and supervision;
- Operating principles, parameters, methods, practices, and limitations of, server, desktop, mobile, and wireless networking systems;

- Operational characteristics of various computer systems, applications, and network and peripheral equipment;
- Methods, principles and practices of data management and administration;
- Methods and techniques of project management as applied to information systems development and installation;
- Systems analysis methods and techniques;
- Principles, methods, and techniques applicable to long-range and strategic technology planning;
- Methods and techniques used in the installation, troubleshooting, upgrading, and problem resolution of complex information technology applications;
- Methods and techniques of evaluating computer hardware and software including cost/benefit analysis and systems quality control, testing, and simulation;
- Complex record keeping, documentation, and practices;
- Advanced level of English usage, spelling, grammar, and punctuation;
- Principles and practices of technology project management;
- Microsoft operating systems, networks including switches, routers, firewalls, network security, and network monitoring;
- Theory, principles and methodology of maintenance and support of enterprise resource planning (ERP) systems, customer service and utility billing (CIS/UB) and enterprise asset management systems (EAM).

Ability to:

- Plan, organize, integrate, and manage system development, network design, administration, and maintenance activities for Department technology infrastructure assets;
- Plan, organize, and coordinate the work of professional staff engaged in business system, network infrastructure, and client service development and administration;
- Identify information management issues and opportunities, analyze problems and alternatives, and develop sound conclusions and recommendations;
- Assess Department/division technology requirements, set priorities, and allocate resources to most effectively meet needs in a timely manner;
- Perform highly complex analysis, design, development, and implementation of information technology projects;
- Work on multiple concurrent assignments, often within tight timeframes using good business judgment and efficient time management skills;
- Serve as a project manager on technology driven projects;
- Troubleshoot highly complex hardware, software, and network problems;

- Prepare clear, concise, and comprehensive correspondence, reports, studies, and other written materials;
- Maintain confidentiality and security of sensitive and confidential information;
- Keep detailed, complex, and accurate records;
- Exercise tact and diplomacy in dealing with sensitive, complex, and confidential issues and situations;
- Prepare, administer, and monitor a section budget.
- Establish and maintain effective working relationships with all levels of appointed officials, Department/division heads, managers, employees, consultants, vendors, and others encountered in the course of work;
- Exercise sound, expert, independent judgment within general policy guidelines;
- Work in person and on site at Department facilities
- Operate a vehicle observing legal and defensive driving practices;
- Maintain a driving record which meets Vehicle Code Standards and is acceptable to the Department and its insurance carrier.

MINIMUM QUALIFICATIONS

Education: Bachelor's degree from an accredited college or university with major course work in computer science, computer information systems, data processing,

And

Experience: Five (5) years progressively responsible development and administration of systems in an information systems environment similar in size and complexity to that of the Department, at least three (3) years of which were in a lead or project management capacity, and at least two (2) years of administrative and supervisory responsibility. ▸

Certificates: Cybersecurity, or a closely related field. CISSP, Security+, CySA+, or similar certifications preferred.

NECESSARY SPECIAL REQUIREMENTS

An employee within this classification shall be required to respond to non-normal working hour emergency operational conditions.

Possession of a valid Class "C" driver's license. For out of state applicants, a valid driver's license is required and a valid Class "C" California driver's license must be obtained within ten (10) days of appointment (CA Vehicle Code 12505c).

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

There is frequent need to sit for extended periods of time and regularly stand, stoop, walk, crouch, kneel, reach, crawl, walk up and down stairs and perform other similar actions during the course of the workday. Manual dexterity must be sufficient to accomplish the duties of the position including lifting, fingering, grasping, feeling, talking, hearing, seeing and engaging in repetitive motions. An employee in this classification may occasionally be exposed to outside weather conditions, dust, and moderate noise.

levels. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Incumbents require sufficient mobility to work in an office and/or field setting and operate office equipment, transport materials and supplies weighing up to 25 pounds and to travel to various locations. Must be able to see in the normal visual range, with or without correction, with vision sufficient to read small print, computer screens and other printed documents. Must be able to hear in the normal audio range, with or without correction. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Job Description:

BOWC Approved:

6/18/2013

Rev:

7/13/2021

Testing Standards: App Review/Supp App Review