

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION

TITLE: INFORMATION TECHNOLOGY MANAGER

DATE: 7/1/13

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 general direction, to plan, organize and direct 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; 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, and centralized customer support services. Assignments are broad in scope and involve a high degree of administrative discretion in their execution.

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 services;
- Develop technical standards and procedures for system design, maintenance and operation;
- Assign work to subordinate personnel; coordinate the scheduling and completion of work by determining operational priorities; inspect work for accuracy and completeness; evaluate work techniques and methods for conformance to established standards;

- Develop and administer the section's annual budget;
- Select, train, motivate, and evaluate staff;
- Serve as a liaison between vendors and the Department; review proposals; negotiate contracts; monitor vendor performance; coordinate installation of technology resources;
- 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 and operational requirements;
- Track the establishment of corporate database architectures and data management standards and the administration of enterprise databases and data repositories;
- Administer security standards and policies, including backup management and disaster recovery processes;
- Manage the delivery of systems, network, intranet applications, computer operations, and support services to the Department; ensure the development, enhancement, and quality assurance testing and installation of new technology, including implementation and conversion to new hardware and software.

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:

- Principles, practices, and techniques of Information Systems 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 mainframe, server, desktop, mobile, and 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 computer 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 simulation;
- Theory, principles and methodology of enterprise resource planning (ERP) systems.

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;
- 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;
- Exercise tact and diplomacy in dealing with sensitive and complex issues and situations;
- Maintain the confidentiality of highly sensitive information;
- Establish and maintain effective working relationships with all levels of elected 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;
- Maintain a driving record which meets Vehicle Code Standards and is acceptable to the Department and its insurance carrier.

MINIMUM QUALIFICATIONS

Education: Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, computer information systems, data processing, or a closely related field. Additional qualifying experience may be substituted for the required education on a year for year basis.

And

Experience: Five 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 two years of which were in a lead or project management capacity.

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 stand, sit, stoop, walk, and perform other similar actions during the course of the workday. 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

Testing Standards: CS App Rev/CS Supp Rev/CS Oral Bd

CSB Approved:

6/25/2013