VALLECITOS WATER DISTRICT

INFORMATION TECHNOLOGY SUPERVISOR

DEFINITION

Under direction, develops, implements, and monitors long-term plans, goals and objectives focused on achieving the District’s mission and objectives and Information Technology Strategic Plan goals; supervises Information Technology Department staff; and performs related duties as assigned.

CLASS CHARACTERISTICS

This single position supervisory class is responsible for overseeing the Information Technology department, including network administration, internal application development and technical support, as well as supervising assigned staff. This position is distinguished from the Administrative Services Manager, which oversees the Information Technology, Human Resources, Risk & Safety, and District administrative/clerical staff.

ESSENTIAL FUNCTIONS

Essential functions include, but are not limited to, the following:

- Plans, assigns, supervises, reviews, and evaluates the work of assigned staff; provides staff training and development; assists in the selection of staff; reviews work for accuracy and compliance with department standards; studies and standardizes procedures to improve department efficiency; participates in necessary disciplinary actions; writes performance appraisals; ensures high level of customer service; provides assistance to staff in resolving problems; ensures safe work methods are followed and appropriate safety precautions and equipment are utilized; and conducts safety meetings;
- Develops, implements, and monitors long-term plans, goals, and objectives to achieve District and department technology and business priorities; develops department annual budget; develops and recommends plans, goals, policies, systems, and procedures applicable to areas of assigned responsibilities; participates in budget development;
- Oversees systems administration for the District’s computer information systems for all District facilities and departments, including system-level security procedures and protocols; user and other authorization files; installations, upgrades, customizations of hardware and software;
- Manages contracts with several third-party service providers, including, but not limited to, copier maintenance, network consultants, and software consultants; coordinates and schedules vendors and consultants for information technology projects;
- Oversees system operations, backups, recovery and replication processes to Disaster Recovery (DR) site.
- Coordinates with other staff network administration functions applicable to the District’s LAN/WAN including the installation, upgrade, configuration, integration, and troubleshooting of network control and management system software and network devices; plans and monitors major changes and upgrades to the District’s entire network infrastructure, ensuring effective integration of network operations and the maintenance of network functionality;
- Manages the maintenance of District information systems including geographic information systems, PC network, data processing, hardware, software, and communications support and maintenance;
- Performs project management for essential information systems projects; initiates and participates in planning, organizing and defining project scope, requirements, methods, end objectives, projects schedules and priorities; meets with end users and project team members to define technology needs; provides technical guidance and direction;
- Oversees applications development, enhancement, conversion, installation and maintenance projects; meets with end users; participates in the evaluation, testing, and selection of new software applications; oversees applications development project activities, including development, enhancement, quality assurance testing, installation and user training with department staff, user representatives and outside vendors and consultants;
- Formulates, prepares, and updates annually the District’s Information Technology Strategic Plan;
- Plans and schedules work to move, connect, change, install, repair, test, or remove equipment such as personal computers, printers, copiers, network appliances;
- Monitors trends and developments in computing, networking, and multi-platform communication technologies; evaluates new operating systems, network software, hardware, methods, and techniques to improve systems/network reliability and performance; plans and coordinates migration to new technologies;
- Provides technical assistance and support to users and demonstrates system operations or techniques as needed; maintains records of software licensing agreements; trains staff in the use of operating systems and application software;
- Evaluates and recommends the selection and purchase of hardware and software; develops District standards and policies for hardware and software; administers hardware and software procurement;
- Operates copiers and a variety of office equipment;
- Performs duties in a professional manner and works well with others or in a team setting;
- Establish and maintain cooperative working relationships with co-workers, outside agencies, and the public;
- Regular attendance and adherence to prescribed work schedule to conduct job responsibilities;
- Observes safe work practices and safety methods; performs other duties as assigned.

QUALIFICATIONS GUIDELINES

Knowledge, Skills, and Abilities

Knowledge of:
- Principles, methods, and techniques in the design and operation of information systems for computers, networks, and platforms equivalent to those used by the District;
- Systems and application programming;
- Computer systems and network administration, maintenance, support, and troubleshooting;
- GIS, Java, network architectures, theory, and principles of design, integration, and administration, including topologies and protocols;
- Principles and practices of systems analysis and design;
- Computer programming principles, techniques, and procedures for business and technical system applications;
- Standard programming languages and utilities similar to those used by the District;
- Project planning, prioritizing, and scheduling techniques;
- Effective supervisory principles and methods.
Ability to:

▪ Plan, organize, and be responsible for a comprehensive District-wide information systems program to meet District business and operating objectives, including developing long-range technology goals;
▪ Analyze complex operational and administrative problems, evaluate alternatives, and recommend or implement effective courses of action;
▪ Develop and maintain effective customer-focused service processes with District end users;
▪ Manage the operations of a mid-range computer platform and inter-operating LAN/WAN infrastructure to achieve optimal technical performance and user support;
▪ Understand, analyze, and define user requirements and recommend cost effective systems solutions;
▪ Communicate effectively, both orally and in writing; establish and maintain effective relationships with those contacted in the course of the work;
▪ Effectively supervise and evaluate staff.

Education & Experience

Any combination of education or experience that would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain these knowledge and abilities would be: a Bachelor’s degree in Information Systems, Computer Engineering, or a closely related field, and; five years of experience in computer systems administration and support required, with at least one year in a lead role preferred.

Licenses, Certificates, and Special Requirements

▪ Microsoft Certified Systems Engineer or Microsoft Certified Systems Administrator is highly desirable.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Employees may be required to wear and/or use personal protective and other safety equipment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to walk; sit; talk and hear; use hands and fingers to grasp and feel; reach with hands and arms. The employee occasionally must stand, stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

Environment: Office environment. Frequently works in or around areas with minor amounts of dust. Some work done on ladders up to 4 feet above ground. Noise level is usually quiet.
I have reviewed this Job Description with my Supervisor and agree with its contents.

______________________________________________________________________
Employee Signature                                           Date
______________________________________________________________________
Supervisor Signature                                        Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.