



Job Description

Job Title: Technology Systems Manager	Status: Exempt
Salary Range: Management Tier T6-T5	Date: July 2021
Department: Administration	Reports to: Human Resources Manager

SUMMARY

Working under the supervision of the Human Resources Manager, the Technology Systems Manager is responsible for planning, organizing, directing, staffing, and controlling technology functions and/or operations of multiple work units within the Technology Systems Department which is primarily responsible for the leading the organization wide Information Technology efforts needs the District. The incumbent in the position will also direct the work of professional, technical, and administrative staff performing or contributing to network administration and SCADA systems development and support, business and application analysis, business system administration, and desktop and other technology support.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties below have been provided as examples of the essential types of work performed by positions within this job classification. The District, at its discretion, may add, modify, change, or rescind work assignments as needed.

- Develops strategic plans, objectives, and priorities for assigned work unit(s)/operational area(s); plans, develops and implements programs that utilize human, technical and financial resources synergistically to achieve positive results.
- Experience working with executive and senior level users and Legal team to proactively address matters within the Technology Systems purview to enhance operations and performance for all District personnel.
- Supervises the work of professional, management, technical and/or other employees directly or through subordinate supervisors to ensure adequate resources to perform their duties; ensures that assigned operations and activities comply with organization goals and objectives.
- Responsible for managing, directing, and integrating information technology staff and consultants engaged in the support, development, design, maintenance, and security of the District's wired and wireless networks, telecommunications systems, SCADA system, and desktop and audio/video hardware and software applications to meet District's business and operating requirements.
- Manager will work with department managers and staff to recommend and provide secure, cost-effective, and high-priority solutions to their needs and requirements and develop short- and long-term technology strategies, policies, and standards.
- Formulates and develops plans, policies, and project programs to meet short and long-term needs of the District.

- Directs and coordinates the planning, development, implementation, and administration of a variety of projects to enhance and/or upgrade information technology systems, including interdepartmental and enterprise projects.
- Assumes responsibility for procurement of services and goods required; develops specifications for requests for proposal pertaining to external services; reviews submissions and provides recommendations on vendor selection.
- Contribute to a variety of key technology initiatives across the entire organization.
- Specific focus on records management will be a priority. This position also guides and has key responsibilities regarding the increasingly critical cyber security efforts the District is undertaking and partners with safety program personnel and department heads on physical security and cybersecurity responses as needed.
- Will lead the District's efforts toward cost effective and efficient technology solutions and will play an important role in influencing the direction of ongoing and future technology decisions.
- Place a high value on honesty, integrity, and teamwork with a passion for incorporating best practices in advancing the organization technologically.
- Demonstrate initiative, action-oriented, exercise good judgment, treat others with respect, and open and approachable.
- Critical thinker who anticipates problems, responds in a timely manner, and bring resolution to technology concerns.
- Cultivate productive relationships throughout the District and with the executive management team, elected board members, staff, and external counter parts to optimize the Technology Systems capabilities of the District.
- Service-oriented with a track record of providing outstanding service to operating and business units.
- A team player who is both collaborative and supportive, always toward a shared vision or common goal.
- An excellent communicator who can translate highly complex systems and applications into understandable terms for a non-technical audience.
- A technical professional who strives to be knowledgeable in the rapidly changing world of technology and will work collaboratively to recommend and implement advanced solutions.
- Prepares reports, correspondence, and other documents; participates on committees and task forces; attends meetings, conferences, and training sessions.
- Attends leadership, management, supervisory, and information technology training to stay abreast of industry best practices.
- Develops processes to ensure business continuity in the event of a disaster.
- Develop budget and monitor expenses accordingly for District IT functions, including acting as primary point of contact with IT product vendors, ordering new equipment as planned and deploying the equipment according to documented procedures.
- Administers and develops written District electronic data management policies, including, but not limited to, policies for system security, disaster recovery, system backups, mobile device management and backup, email retention, etc.

- Regularly monitor and manage systems associated with District data security, including maintaining and generating reports from District firewall, administering spam filtering service, administering services for mobile device tracking, etc.
- Proven ability to respond to emergency or time sensitive incidents.
- Provides critical support during activation of the District's Emergency Operations Center and other critical emergency procedures.

In Addition, When Assigned to Systems

- Oversees and manages large scale enterprise application implementation
- Manages operational planning, including planning projects and the allocation of manpower resources.
- Collaborates and maintains communications with department managers and has Technology Systems key point of contacts when necessary.
- Designs, implements, and enforces business systems and enterprise applications portfolio, policies, procedures, and best practices.
- Manages a team of application developers to develop automated solutions
- Oversees Technology Systems personnel to maintain a streamlined application implementation process with various departments districtwide.
- Designs and manages the enterprise software delivery process
- Works with application vendors on maintaining current applications and implement new systems and applications districtwide.

In Addition, When Assigned to Infrastructure:

- Manages the analysis, evaluation, design, and implementation of the infrastructure architecture.
- Designs, develops, and implements complex physical and logical networks.
- Develops and implements security guidelines, policies, and solutions
- Designs and implements enterprise storage and processing solutions
- Responsible for broadband and connectivity districtwide.
- Works closely with telecommunication vendors and internet service providers to develop and implement network connectivity solutions.
- Manages the information technology infrastructure, architecture, systems, networks, software, and resources for the assigned work unit/operational area, using various technology tools that may involve or cross multiple platforms.
- Knowledge and familiarity of Physical Security systems and software

In Addition, When Assigned to Operations:

- Manages a Help Desk operation starting with initial troubleshooting expanding to resolving complex issues relating to IT hardware, peripherals, and operating systems
- Oversee the creation of specifications for hardware and operating systems standards; maintains posted standards guidelines, and implement industry best practices

- Oversees the creation and implementation of automated solutions to streamline the customer service function and provide tools and training to all staff in delivering customer service adhering to adopted department performance guidelines.
- Tracks all hardware and software inventory and manages the salvage process
- Manages the standard software delivery process, Windows and application updates, and remote support tools.
- Manages the endpoint security software and policies, including desktop firewalls and antivirus/antimalware products.
- Manages large computer and printer deployment projects; manages the creation, imaging, installation, and configuration of hardware and software resources
- Performs budget and project cost analyses.

In Addition, When Assigned to Systems:

- Theories, principles, and practices of information systems and related application areas, software and hardware, system development life cycle, system design, database management systems, techniques, and design using information engineering techniques.
- Analysis, design, programming, and development of software applications.
- Business process engineering, documentation, and automation.
- Enterprise resource planning software systems.
- Developing interfaces and application integration methods and concepts.
- Public safety systems and platforms.

In Addition, When Assigned to Infrastructure:

- Theories, principles, and practices of local and wide area networks (LAN/WAN), physical/logical networks, Wi-Fi networks, and mobile broadband.
- Data security, next-generation firewalls, cryptography, and security information and event management (SIEM)
- Storage area network (SAN) and Fiber Channel (FC) networks
- Voice over IP (VoIP) phone systems
- E-mail and communication systems
- Data center systems including servers, uninterruptable power supplies, backup, disaster recovery, and monitoring systems.
- Use of remote access tools or mobile device management to ensure network functionality and capability is maintained at an optimized level throughout all hours of operation (24/7/365).

In Addition, When Assigned to Operations:

- Lead execution of projects and programs
- Aid District with development of theories, procedures, principles, and practices of help desk operations, troubleshooting, and resolving complex issues relating to information technology hardware, software, peripherals, and operating systems

- Advanced principles and methods of troubleshooting computer hardware, software, and network problems
- Leads customer service efforts on technical support best practices.
- Leads District efforts to standardize use of various operating systems such as operating systems concepts and functions, browser platforms and tools, and administration and library tools.
- Leads the department in efforts to utilize antivirus and antimalware tools and endpoint security best practices.
- Leads, develops, and implements hardware and peripheral components to ensure configuration meets and where possible exceeds industry baselines.
- Extensive ability to diagnose issues using remote support tools, state management, and troubleshooting tools and techniques.
- Theories, principles, and practices of information systems and related application areas, software and hardware, system development life cycle, system design, database management systems, techniques, and design using information technology techniques

EMPLOYMENT STANDARDS

Knowledge / Ability:

- Principles and practices of public administration, including budgeting, staff development, customer service and human resource management.
- Principles and practices of effective management, supervision, and leadership.
- Computer hardware and software systems like those being used by the District including business applications, operating systems, and network systems.
- Principles, practices, and techniques of advanced project management, including organizing and managing a project, developing schedules, identifying critical paths, projects risks, and breaking down a project into individual tasks, and delegating assignments to project staff.
- Extensive knowledge of Project Management Principles and Techniques.
- Advanced principles, methods and techniques used in designing, developing, testing, and implementing information technology applications, systems, and networks.
- Advanced operations, services, concepts, terms, and activities common to a comprehensive, state-of-the-art technology systems program.
- Knowledge of Microsoft Windows (including Win 10), MS Office products, Google Workspace, Adobe Acrobat, and other desktop software; Windows server administration, including administration of virtual environment (VMWare and vSphere)
- Network and desktop security and security software; Microsoft Exchange administration and features; Network firewall administration fundamentals; Wireless networks; Voice/VOIP systems; Network communication fundamentals, including WANs and LANs
- Windows Active Directory; Remote access and VPNs; Microsoft SQL server
- Knowledge of IOS and Android Operating Systems

- Software and hardware licensing and support principles; asset lifecycle and management; System management and patch management fundamentals in Technology Systems to include Information Technology as well as Operational Technology.
- General business principles, including developing basic budgets and tracking expenses
- Ability to be seen as innovative and creative with an approach to technology systems management and strong best in class customer service delivery
- Offer the organization both strong project management and strong project delivery skills
- Effectively use data-driven analytics and metrics to track and measure IT activities and results
- Conduct day-to-day business with integrity, honesty, and sense of pride in accomplishment with a healthy dose of humor and humility
- Display an engaging personal style with a results-oriented approach to problem-solving;
- Serves in this role to combine excellent management, administration, and relationship skills with a practical vision for solutions.
- Understanding of Information Technology vs Operational Technology environments.
- Ability to provide exceptional service and support in pursuit of reliable and cost-effective technology solutions is essential.
- Build strong working relationships within this newly combined group, across departments, and with the District's executive management team.
- Experience working with vendors and negotiating the acquisitions of new systems and applications through a public bid process.
- Possess strong skills, along with the demonstrated ability to incorporate advanced technology solutions.
- Strong communicator with extremely excellent problem-solving skills complemented by exceptionally good follow-through.
- Display enthusiasm and experience for leading change management.
- Ability to incorporate change management techniques and innovative solutions to move the organization to new platforms
- Retire legacy systems, and implement cloud storage and technology solutions;
- Coach, inspire, and mentor IT staff to reach and achieve goals, setting an example of the highest level of professionalism;
- Focus on building and expanding skills of the IT Team to ensure their own professional growth and at the same time, ensure succession planning.
- Knowledge of Operations Control Systems with experience in SCADA preferred

EDUCATION AND EXPERIENCE

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:

Education: Bachelor's degree from an accredited college or university in computer science, information technology, or other directly related field strongly desired. Master's degree preferred.

Technology Systems Manager: Five (5) years' experience in a complex information technology systems environment with related experience in area of responsibility, including two (2) years direct supervisory or project management associated experience.

License/Certificates: Possession of a valid class “C” California driver license with an acceptable driving record required at the time of appointment.

TECHNOLOGY CERTIFICATIONS

- A+ and Network+ certification experience preferred.
- Microsoft Certified Solutions Associate or Cisco Certified Network Associate (CCNA) desired.
- Certified Information Security Manager (CISM) or Certified Information Systems Security Professional (CISSP) Certification, Certified Ethical Hacker (CEH), Global Information Assurance Certification (GIAC), GIAC Security Essentials Certification (GSEC) desired.
- Certified in Information Technology Infrastructure Library (ITIL)
- Specific experience dealing with ERP systems that support various modules (i.e., financial, human resources, utility billing, and work orders) is a plus.
- Experience migrating to new platforms including cloud-based storage and software will be beneficial.
- Experience working with purchasing, competitive pricing, and public bid process, including vendor technology selection and contract administration are all highly regarded.

Certification in information technology or a related area from a governmental agency, recognized professional organization, or other certifying body is desirable. Additionally, a certification in cybersecurity is desirable.

In addition, the below qualifications are desired.

- Project Management Professional (PMP) certification desirable
- Microsoft Certified Solutions Developer (MCSD) certification desirable
- Database Administration certification desirable
- Programming and development certification desirable

When Assigned to Infrastructure:

- System Security Certified Practitioner (SSCP) desirable
- Cisco Certified Network Associate (CCNA) or Cisco Certified Network Professional (CCNP) desirable
- Comparable related systems, servers, and security certifications may be considered in lieu of the above certifications

When Assigned to Operations:

Information Technology Infrastructure Library (ITIL) certification desirable

- Microsoft Certified Systems Engineer (MCSE) desirable
- Customer Service certification desirable
- Help Desk certification desirable

OTHER REQUIREMENTS:

Must successfully pass a criminal background check and drug screen.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Mobility: Job tasks are varied and require standing, walking, sitting, climbing, bending, stooping, kneeling, and crouching.
- Lifting: occasional lifting to 20 pounds.
- Vision: constant use of overall vision, including near vision, distance vision, color vision and ability to adjust focus.
- Dexterity: occasional grasping, fine manipulation, reaching, pushing, and pulling; occasional use of touch to distinguish or identify objects.
- Hearing/Talking: frequent hearing and talking, in person and on the phone.
- Emotional/Psychological: frequent contact with coworkers and others; depending on assignment, may also frequently work alone. The employee is also expected to respond in emergency situations.
- Environmental: exposure to moderate noise levels.

Accepted By:

Technology Systems Manager

Date

Approved By:

Human Resources Manager

Date

Approved By:

General Manager

Date