



Marin Municipal Water District

Information Technology Manager

DEFINITION

Under general direction, plans, directs, coordinates, updates, controls, and manages information technology services; works as a liaison between the Information Technology Department and other District departments; performs system analysis, and does related work as required.

DISTINGUISHING CHARACTERISTICS

This single-position mid-manager class reports directly to the Administrative Services Division Manager/Treasurer. The incumbent manages a department that supports the District's complex multi-platform computer systems and is responsible for the day-to-day operations of the information technology system services which include, but are not limited to, strategic planning, managing enterprise systems such as Enterprise Resource Planning (ERP), data centers, networks, system and cyber security, disaster recovery projects and internet services. With limited direction, the incumbent acts as the primary professional/technical expert in the area of assignment and serves as a strategic partner by establishing departmental goals that meet internal and external stakeholder needs and support the District's overall mission and technological growth. The incumbent provides effective leadership to a team of professionals and maintains an environment that fosters positive employee engagement, high productivity, and effective communication.

EXAMPLES OF DUTIES

Typical duties may include but are not limited to the following:

- Assigns, schedules, and supervises the work of the information technology department including but not limited to areas of networking, servers, email, internet services, telecommunications, IT inventory management, data storage, data backup and recovery, data center, disaster recovery, audio-visual, communications systems, computers, ancillary hardware and software acquisition, installation and maintenance, helpdesk, and system and cyber security. This includes but is not limited to supporting a utility billing system, ERP, Geographic Information System (GIS), document management, and office productivity programs.
- Participates in strategic planning with focus on ensuring information systems and technology capabilities; support current and emerging technologies related to District business needs; provides guidance and advocacy regarding prioritization of information and technology infrastructure investments;

- Participates and leads initiatives leading to major upgrades/installations of system technology and enterprise applications;
- Confers and builds consensus with the District committees and other departmental representatives to determine information system and technology functions, procedures, desired results and problems/issues definition;
- Performs administrative duties including budget preparation, employee recruitment, training, and performance evaluation;
- Provides leadership and mentoring, promotes high morale and productivity, provides training and development for assigned staff;
- Ensures documentation of IT processes for ERP, GIS, documentation management and other enterprise applications;
- Responsible for the performance, safety, and security of the organization's information technology hardware and software, including establishment of standards and security procedures for both software and physical protection;
- Monitors, evaluates, and analyzes existing network, systems, server infrastructure design and security, infrastructure and software systems; makes recommendations for short and long-term design and updates to ensure service redundancy, security, and technical relevance; ensures maximum uptime of data center, networks, hardware, and software systems;
- Analyzes, evaluates and selects vendor supplied software and hardware products; recommends and coordinates acquisitions, installations, configuration, and use;
- Negotiates and selects vendor contracts; monitors contractor and consultant performance;
- Develops suggestions for management to consider as options for computerized solutions to organizational issues;
- Introduces IT programs in support of greater operational efficiency for District users and customers; updates and drafts policy related to new programs;
- Coordinates the work of the IT department with that of other departments/business units;
- Ensures employee compliance with applicable safety rules and regulations;
- Prepare and presents a variety of studies, reports and correspondence.

QUALIFICATIONS

Knowledge of:

- Local and wide area networking technology, topology, and design concepts;
- Personnel management, supervision, evaluation, and training;
- Budget preparation and control;
- Principles, practices and procedures for managing multiple platforms and operating system environments;

- Systems analysis principles and techniques;
- Project planning and management
- Function, operation, and capabilities of computers and related information systems and data entry equipment;
- Basic accounting control principles and systems, utility billing systems, and general business applications;
- Systems security.
-
- Industry standard information systems and technology principles, practices, and methods as applied to systems analysis, design, development, implementation, maintenance, and security; hardware and software evaluation, selection, and installation.
- Principles and practices of project/program budget development, contract negotiation and project administration and project management.
-
- Departmental budget preparation and administration

Ability to:

- Independently manage a complex information systems department with limited direction;
- Lead teams of employees and consultants on major projects such as a systems migration;
- Communicate clearly and concisely, both orally and in writing;
- Travel to alternative work locations and offsite meetings;
- Plan, organize, integrate, and manage the service and operations of information systems and technology in a multi-platform environment;
- Identify information systems and technology issues and opportunities, formulate and evaluate technology strategies, set priorities, and allocate resources to effectively meet business needs;
- Evaluate and develop improvements to information systems and technology operations, procedures, policies, or methods;
- Identify gaps in services needed for an organization and acquire the proper solutions to meet technological needs;
- Conduct complex information systems and technology research, evaluate alternatives to make sound recommendations, and prepare effective verbal and written proposals;
- Organize and prioritize a variety of information systems and technology services, projects, and multiple tasks in an effective and timely manner;

- Manage important information systems projects, monitor the work of consultants and manage consultant contracts;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Provide effective leadership, supervise, recruit, and establish employee performance goals and mentor employees;

Training and Experience: Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

- Graduation from a four-year accredited college with a degree in computer science, management information systems, or a related field; and,
- Five years of information systems work experience, or an acceptable combination of education and directly related information systems experience; and,
- Three years of supervisory experience leading a team in the information technology field.

OTHER REQUIREMENTS

- Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100 “all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.”
- Works on an "on call" basis for emergency situations.

LICENSES AND/OR CERTIFICATIONS

Depending upon job assignment, possession of or the ability to obtain an appropriate California driver's license issued by the State Department of Motor Vehicles and satisfactory driving record.

PHYSICAL DEMANDS AND WORKING CONDITIONS

During the course of performing job duties the employee will need the mobility to work in a standard office setting, use standard office equipment such as a personal computer, word processing and data base software, calculator, a copy and/or fax machine; enter and retrieve data from personal computers and terminals via keyboards which is often performed while sitting for extended periods of time; operate office equipment requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously. The employee frequently stands, walks, bends at neck and waists, twists at neck and waist, uses repetitive hand movement, uses simple and power grasping with both hands, uses fine manipulation of both hands and fingers, and may require use of the arms above the shoulder, climb or balance; stoop, kneel or crouch. This position requires that the employee demonstrate adequate hearing and speech to converse in person and over the telephone, and vision to read

printed materials and use a computer screen. The employee is occasionally required to lift and carry short distances objects such as reams of copier paper, office supplies, files, books, printed materials and other packages weighing up to 10 to 25 pounds. The noise level in the work environment is quiet to moderate noise. Position may require the ability to work overtime and weekends as needed. Depending upon assignment, employees who drive on District business to carry out job-related duties must possess a California driver's license for the class of vehicle driven and meet automobile insurability requirements of the District including review of a recent DMV history. In order to drive, individuals must be physically capable of operating the vehicles and equipment safely.

To be successful in this job, an individual must be able to satisfactorily perform each of the listed duties. These duties are representative of the knowledge, skill and/or ability required for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and functions of the position. Requests for reasonable accommodation should be directed to the Human Resources Manager.

Established: July 2002

Revised: October 2019

Approved by: Human Resources Manager