



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 class reports directly to the Administrative Services Division Manager/Treasurer with responsibility for the day to day operations of the information technology system services which will include, but are not limited to, strategic planning, managing enterprise systems such as ERP, data centers, networks and security, disaster recovery projects and internet services. The incumbent will act as the primary professional/technical expert in the area of assignment.

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 hardware, software, data, networks, and operating systems in support of delivering IT services including user support. This includes but is not limited to Mapping/GIS, mobile devices and landline telephone systems, email systems utility billing programs, internet and intranet services and office productivity programs
- Participates in the development of an information technology strategic plan;
- Confers and builds consensus with the IT steering committee, Business Systems Analysts, and other departmental representatives to determine system functions, procedures, desired results and problems/issues definition;
- Performs administrative duties including budget preparation, employee selection, training and evaluation;
- Provides leadership, promotes high morale and productivity, provides for training and development of self and staff;
- Ensures documentation of IT processes for enterprise computer applications, tests and corrects as necessary;
- Establishes and maintains data bases; advises and trains users on efficient techniques for extracting data therefrom;

- 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;
- Manages disaster recover activities;
- Maintains and monitors statistics on the efficiency of hardware and software operations; prepares required reports on system activities;
- Oversees the Information technology inventory management;
- Analyzes, evaluates and selects vendor supplied software and hardware products; recommends and coordinates acquisitions, installations, configuration, and use;
- Negotiates, selects and monitors contractor and consultant performance; makes suggestions to management as to other possible 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.

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;
- District policies and procedures;
- Proper spelling, grammar, punctuation and writing practices;
- Systems security.

Ability to:

- Design and implement new systems and procedures for information technology applications;
- research and prepare implementation plans to apply new technology
- direct and coordinate information technology activities;
- analyze problems and recommend solutions;
- communicate clearly and concisely, both orally and in writing;
- supervise, select and train employees;
- establish and maintain effective working relationships with those contacted in the course of work;
- depending upon job assignment, drive vehicle;
- travel to alternative work locations and offsite meetings.

Training and Experience:

- 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.

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 2017

Approved by: Human Resources Manager