# DIRECTOR OF INFORMATION TECHNOLOGY SERVICES

| **Group-Section:** Business Technology Group - Information Technology Section | **FLSA Status:** Exempt<br>**Bargaining Unit:** MAPA | **Salary Grade:** 72<br>**Job #:** Z41 |
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## JOB SUMMARY

Provides management of the Information Technology function within Metropolitan and is responsible for making recommendations for the overall planning, formulation, and administration of Metropolitan Information Technology policies and programs at the executive level including the strategic direction and development of information systems and overall management of associated electronically stored information to meet Metropolitan's business needs.  Oversees all Information Technology related functions, specifically Information Technology infrastructure (including all telecommunications), applications (including geographical information systems and control systems), client services, Information Technology project management, quality assurance and quality control, disaster recovery, and information security; administers Information Technology services ensuring system availability and reliability of both on premise and Internet cloud-based systems used by Metropolitan; and assisting business units to operate more efficiently and effectively through application of technology.

## OVERSIGHT

**Supervision Received:**  Receives strategic direction from the Group Manager.

**Supervision Given:**  Manages and supervises a staff of managers, professionals and paraprofessionals.

## JOB DUTIES

1.  Implements the development and administration of Metropolitan information technology policies and programs at the executive level including strategic direction, goals, objectives, and detailed performance measures to implement and meet policy and program objectives.

2.  Provides leadership to section staff; promotes an adaptive, team-oriented and productive work environment; and leads the development and implementation of the Information Technology section's business plan, policies, programs, and strategies that align with and support Metropolitan business plan and strategy.

3.  Plans, organizes, coordinates, controls, and evaluates the work activities of the section's subordinate units.  Evaluates work in terms of fulfillment of section objectives, as well as potential impact on broader Metropolitan policy objectives and program goals.

4.  Directs the development and implementation of the Information Technology strategic plan; manages the analysis, development, implementation, and administration of systems and programs to support Metropolitan business needs consistent with the strategic plan.

5.  Oversees overall operation of all Information Technology systems ensuring effective and efficient applications and reliable and available systems; oversees the evaluation, planning, and management of projects; oversees utilization of resources; and oversees the development of standards for Internet cloud-based and mobile computing, application and IT infrastructure architecture, communication infrastructure, project management, quality assurance, system security, applications, database management, computer operations, and customer support.

6.  Oversees the identification, evaluation, and application of emerging and existing technology and industry best practices to address Metropolitan's business needs.

7.  Evaluates the performance of the Information Technology staff directly and indirectly through subordinate managers and supervisors against the section's business plan, approved budget, and organizational goals and objectives; and manages customer relationships internal and external and evaluates customer satisfaction.

8.  Provides leadership and direction and manages the work of subordinate managers; reviews project reports to control costs, balance resources, anticipate and avoid delays, and meet deadlines; evaluates work in progress and reviews completed work; and manages customer relationships (internal and external) and evaluates customer satisfaction.

9.  Oversees all staffing plans, personnel actions, and employee relations activities, and serves as a liaison to the Human Resources Group on all personnel/employee relations matters arising out of the IT Section; develops performance measures and ensures they are consistently applied; promotes employee training and development; and responds to complaints and grievances.

10. Oversees the preparation of the section budget; monitors the expenditure activities; approves Capital and Operating and Maintenance expenditures; and reviews budget variance reports and determines and implements all necessary corrective action.

11. Maintains awareness of latest industry trends and Identifies, evaluates, and understands the application of technologies and industry best practices; initiates and oversees business program improvements; and recommends changes to Metropolitan policies and procedures and the Administrative Code as appropriate.

12. Directs section budget formulation and execution and develops strategies to deal with the changing financial conditions, approves Capital and Operating and Maintenance expenditures, and reviews budget variance reports and determines and implements all necessary corrective action.

13. Directs the preparation of board letters and reports for and makes presentations to executive management, the Board of Directors, and other audiences.

14. Analyzes highly complex operational, financial, program, and other issues and makes recommendations on appropriate courses of action; and develops options and positions that meet objectives and best balance the interests of various stakeholders.

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15. Oversees IT Emergency Response, including overseeing the IT Incident Command Post and coordinating with the Emergency Operations Center.

16. Ensures compliance with local, state, and federal laws, regulations, and requirements; ensures all workplace health and safety policies and procedures are followed; ensures procedures are in place to avoid violations; and implements resulting recommendation from audits.

17. Represents Business & Technology Group management in labor negotiations with bargaining units.

18. Performs other related job duties as required.

**EMPLOYMENT STANDARDS**

**MINIMUM QUALIFICATIONS**

**Education and Experience:** Bachelor's degree in information technology, business, or related field from an accredited college or university and fourteen years of increasingly responsible relevant experience in the information technology field, of which six years must have been in a management or supervisory position; or an advanced degree from an accredited college or university and twelve years of increasingly responsible relevant experience, of which six years must have been in a management or supervisory position.

**Required Knowledge of:** Current and emerging technologies; information technology architecture, information security, web technology, database management, telecommunications including voice and microwave, network infrastructure, commercial and custom business applications, Supervisory Control and Data Acquisition systems, data center operations, disaster recovery; current business and organizational management theories and practices; public sector personnel practices and regulations; financial and budgeting practices and procedures; management and supervisory concepts and techniques; team building; budgetary concepts and procedures; relevant federal, state, and local laws; negotiation techniques; project management; sourcing and contract administration; customer relationship management; and risk assessment.

**Required Skills and Abilities to:** Manage a diverse work force; plan, organize, and review the work of subordinates; review work products for detail and adherence to guidelines; encourage and facilitate cooperation; mentor, develop, and motivate staff; determine training needs of staff; exercise judgment and discretion; manage a complex Information Technology organization; evaluate and apply existing and emerging technology to business needs; evaluate and develop Information Technology practices and policies to minimize risk and protect Metropolitan assets; represent Metropolitan to public agencies, regulatory bodies, special interest groups, and members of the public; establish and maintain collaborative working relationships with all levels within the organization, other agencies, regulatory agencies, special interest groups, and the public; use business applications; and prepare presentations for executive management, Board of Directors, member agencies, regulatory agencies, water industry professionals, and community groups.

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**CERTIFICATES, LICENSES, AND REGISTRATIONS REQUIREMENTS**

**Certificates**
- None

**Licenses**
- Valid California Class C Driver License

**Registrations**
- None

**DESIRABLE QUALIFICATIONS**
Experience with water specific applications including Laboratory Information Management Systems, Supervisory Control and Data Acquisition, water modeling systems, etc.; Internet cloud computing based systems; and electronically stored information management.

**PHYSICAL DEMANDS/WORK ENVIRONMENT**
The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered 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.

**Physical Demands:**  The work is sedentary.  Typically, the employee may sit comfortably to do the work.  However, there may be some walking; standing; bending; carrying of light items such as paper, books, or small parts; driving an automobile, etc.  No special physical demands are required to perform the work.

**Work Environment**:  The work environment involves everyday risks or discomforts that require normal safety precautions  typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.  The work area is adequately lighted, heated, and ventilated.  May travel to various sites requiring overnight stay.

**Vision Requirements:**  No special vision requirements

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