

**VALLEY CENTER MUNICIPAL WATER DISTRICT**  
**DIRECTOR OF INFORMATION TECHNOLOGY**

**DEFINITION**

Under direction of the General Manager, plans, directs, oversees, coordinates, and reviews the daily functions, operations, and activities of the Information Technology Department. This includes directing all IT operations as well as the support and maintenance of existing infrastructure, applications, and development of new technical solutions.

**CLASS CHARACTERISTICS**

This is an exempt, department head level class responsible for planning, organizing, directing, and managing all activities and staff related to the IT department. Incumbents are responsible for performing the full range and most complex information technology and networking duties to include: planning and implementing computer and electronic systems; ensuring security and privacy; preparing the IT budget; and supervising network administration. This position requires the use of independent judgment and initiative, particularly in the event of emergency situations, where critical systems must be quickly brought back online.

**ESSENTIAL DUTIES**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to this position.*

Develops, plans, organizes, controls, integrates, and evaluates the work of the Information Technology staff and consultants; develops, implements, and monitors long-term plans, goals and objectives focused on achieving the District's and department's mission and assigned priorities.

Supervises subordinate staff to include: employee training, prioritizing and assigning work; establishing performance requirements and conducting evaluations; ensuring that employees follow policies and procedures; providing coaching for performance improvement and development, making hiring, termination, and disciplinary decisions and recommendations.

Manages and creates the Information Technology budget, including capital and operational planning; monitors related expenditures for budgetary compliance. Supervises purchasing, inventorying, maintenance, and disposition of computing and communication devices, hardware, and software. Audits invoices and billing statements related to Information Technology purchases.

Maintains the integrity and continual operation of District information systems and communications networks, including the wide area and wireless networks. Develops, reviews, and ensures the operation of all back-up and disaster recovery procedures and plans.

Makes recommendations and supervises installation of a variety of equipment and software; upgrades and modifies existing systems in accordance with procedural guidelines; manages software licenses and renewals.

Maintains security and privacy of District's information systems, communication lines and equipment. Installs, supports, and ensures the proper operation of Information Technology security devices for the District, including virus scanners, intrusion detection and protection devices, and firewalls; ensures the security of e-mail and Internet access; ensures compliance with District's acceptable computer use policy.

Directs the design and implementation of all computer-based systems; directs the development and integration of computer-based systems used across departments; directs the design, installation, maintenance and administration of the District's communications network, computers, and mobile computing devices. Directs the development and implementation of new information systems and master plans; identifies opportunities for systems and process improvements; studies existing and proposed information systems; designs and analyzes the feasibility of alternative system approaches; recommends and implements approved changes.

Develops and maintains interfaces among all District information systems, including Geographical Information Systems (GIS), Supervisory Control and Data Acquisition Systems (SCADA), Electronic Document Management Systems (EDMS), database systems, telecommunications systems, desktop and mobile devices, network and radio communications systems.

Serves as primary contact with outside vendors in the generation of RFPs, bids, contracts, agreements, and other major vendor interactions related to information systems operations and maintenance.

Coordinates and monitors the completion of applicable Information Technology projects. Acts as District liaison in the coordination, monitoring, and documenting of technology-related work or services provided or performed by external consultants.

Supervises purchasing, inventorying, maintenance, and disposition of computing and communication devices, hardware, and software.

Directs the monitoring, troubleshooting, and diagnosing of hardware, software, and network problems, and identifies appropriate courses of action. Provides guidance in troubleshooting and repair of a wide variety of SCADA components and equipment.

Trains District staff on related products and technology. Provides technical assistance and support to users and demonstrates system operations or techniques as needed. Coordinates or provides training for users of new technology, hardware, or software.

Maintains current knowledge of industry standards and technology trends. Researches and evaluates new technology for potential benefit to the District.

Manages vendor relationships, statements of work; ensures invoices are properly documented and paid.

Maintains the operation of the Boardroom audiovisual equipment.

Responds to emergencies as necessary.

Performs other duties as assigned.

### **QUALIFICATIONS GUIDELINES**

**Knowledge of:** Principles, practices and techniques of information systems management, Supervisory principles and practices; administrative principles and practices, including goals and procedure development and implementation, work planning and organization and employee supervision; applicable laws and regulations. Microsoft Windows-based personal computer hardware, software, operating systems and peripherals; principles, practices, and protocols used in the administration of Local Area Networks (LAN), Wide Area Networks (WAN), wireless networks, telecommunication systems including VOIP telephony, computer security, network security, and other information systems; Windows server systems and technologies, Active Directory, workstations, desktop applications, SCADA, Unix, and interfacing thereof; District standard application software and database systems; training methods and techniques used in instructing others in the use of personal computer and mobile device applications software; applicable laws, regulations, codes and special requirements of information systems and applications; security measures used in ensuring the immediate and long term integrity of information systems; standard office administration practices and

methods; and safe work practices. Advanced knowledge of database and software systems development concepts and procedures, TCP/IP switching and routing, Cisco devices, firewalls, Intrusion Detection Systems (IDS), Electronic Document Management Systems, virtualization, business intelligence and reporting. Knowledge of current industry standards and technology trends.

**Ability to:** Plan, organize, supervise, review, and evaluate the work of others; maintain various control and informational records; prepare clear and accurate reports and statements; recommend hardware and software alternatives to reach stated information systems management goals of the District; identify and resolve problems related to hardware or software in personal computers, peripherals, SCADA, LAN, WAN, and application software; evaluate and analyze information systems needs and propose alternatives and recommend sound conclusions; define problems, collect data, establish facts, draw valid conclusions; read, analyze, and interpret complex technical procedures, schematics and drawings, technical manuals, specifications and systems requirements; interpret an extensive variety of technical instructions in procedural or diagram form and deal with several abstract and concrete variables and concepts; identify and implement effective courses of action to complete assignments; operate and maintain tools and equipment used in the work; coordinate and prioritize multiple assignments; communicate clearly and concisely and be understood while using the District's radio communication system; effectively present information and respond to questions from groups of managers, public officials, and the general public; establish and maintain effective working relationships with other employees and those contacted in the course of the work; work independently and use sound independent judgment within procedural guidelines; train users in hardware, peripherals and basic application software.

### **EDUCATION, EXPERIENCE, LICENSES AND CERTIFICATIONS**

**Education:** Equivalent to a Bachelor's degree from an accredited college or university in computer sciences, information systems, business administration, or a related field.

**Experience:** A minimum of at least five years of experience in technical operations management, ten years of increasingly responsible experience with information systems administration, and/or an equivalent combination of education, training, and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**Licenses and Certifications:** California Class C Driver's License; Cisco Certified Network Associate (CCNA) or demonstrated level of equivalent experience; Microsoft Certified Systems Engineer (MCSE) or demonstrated level of equivalent experience.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

*The physical demands and work environment described here are representative of those that must be met by an incumbent 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:** While performing the duties of this job, the incumbent is regularly required to use hands and fingers to grasp and feel, reach with hands and arms, stand, walk, sit, climb, balance, stoop, kneel, crouch, crawl, talk, hear, in person and by telephone and smell. The incumbent must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus to computer monitors and other standard office equipment.

**Work Environment:** While performing the duties of this job, the incumbent is occasionally exposed to outside weather conditions. The incumbent is occasionally exposed to moving mechanical parts and working in uncomfortable positions/places. The incumbent may be exposed to fumes or airborne particles, and risk of electrical shock. The noise level is usually quiet to moderately loud. Work is also performed under typical office conditions, involving moderate telephone volume and a radio dispatch function and the noise level is usually quiet to moderate.

POSITION DESCRIPTION APPROVED:

  
General Manager

  
9/9/2020  
Date