



San Juan Water District

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Granite Bay, California 95746
(916) 791-0115
www.sjwd.org

Position Description

Information Technology Manager

Status: FLSA Exempt and Confidential in Nature and Non-Safety Sensitive
Supervisor: General Manager
Effective Date: July 30, 2018

Supervision Received and Exercised

Receives general direction from the General Manager and exercises direct supervision over assigned technical personnel.

Primary Function

To plan, organize, direct, and supervise activities related to the implementation, maintenance, security, and evaluation of administrative and information systems and technology; and to perform a variety of professional and technical tasks relative to assigned area of responsibility.

Essential Duties - *Duties may include, but are not limited to, the following:*

- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for implementing information systems/technology improvements, plans for future needs, new applications, modifications to current applications and outsourcing of activities.
- Plan, prioritize, assign, supervise and review the work of staff and/or consultants in the planning, installation, configuration, maintenance and modification of networks, workstations, software and hardware.
- Participate in budget preparation and administration; prepare cost estimate for budget recommendations; monitor and control expenditures.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
- Coordinate the daily administration of the Information Technology activities.
- Gather, research and analyze data for reports and presentations; prepare written reports and correspondence.
- Serve as project manager on projects involving information systems and technology.
- Work cooperatively with departments regarding information system and technology needs.
- Administer, maintain and monitor integrity and security of information systems and facilities; develop, implement and update the disaster recovery plan.
- Develop and coordinate production of customized reports through the use of end user reporting tools, spreadsheets, databases and/or word processors.
- Provide end user support on site and remotely, including training.
- Answer questions and provide information to end users and departments; investigate complaints and recommend corrective action as necessary to resolve complaints.

- Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.
- Perform related duties as assigned.

Minimum Qualifications

Knowledge of:

- Principles and techniques of systems analysis.
- Practices and techniques of software use and revision.
- Principles and best practices of information technology and physical security.
- Operating principles, methods, practices, and limitations of data processing computers, networks and related equipment.
- Principles and practices of supervision, training, and performance evaluation.
- Principles and practices of budget monitoring.
- Principles and practices of safety management.
- Pertinent, local, State and Federal laws, ordinances and rules.
- Modern office procedures, methods and computer equipment.
- Effective methods for training end users.

Ability to:

- Organize, implement and direct information technology operations and activities.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means.
- Interpret and apply District and department policies and procedures.
- Assist in the development and monitoring of an assigned program budget.
- Develop and recommend policies and procedures related to assigned operations.
- Plan, organize, assign, supervise and review data processing and related activities.
- Analyze systems data and situations, identify problems, reason logically and develop conclusions and effective solutions.
- Establish and maintain production schedules.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintain confidentiality of sensitive business and personnel matters.

Experience and Education:

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Education:

Equivalent to a Bachelor's Degree from an accredited college or university with major

course work in computer science or a closely related field.

Experience:

Five years of increasingly responsible experience in the development and utilization of information technology methods, systems, software, and equipment.

License or Certificate:

Possession of, or the ability to obtain and maintain, a California Driver's License. Individuals who do not meet this requirement due to a disability will be considered on a case-by-case basis.

Physical Capabilities

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 functions.

<i>Physical Requirements</i>	<i>Rarely (0-12%)</i>	<i>Occasionally (12-33%)</i>	<i>Frequently (34-66%)</i>	<i>Regularly (67-100%)</i>
Seeing				√
Hearing				√
Standing/Walking		√		
Climbing/Stooping/Kneeling		√		
Lifting/Pulling/Pushing		√		
Approximate Maximum Weight to Lift		50 Pounds		
Fingering/Grasping/Feeling				√
Describe Working Conditions	95 Percent Indoors, 5 Percent Outdoors			