

**MERCED IRRIGATION DISTRICT
INFORMATION TECHNOLOGY MANAGER**

FLSA Status – Exempt

DEFINITION:

Under general direction, plan, coordinate, and implement the daily operational and technical support of the District's computing resources and management information systems, while aligning department goals with District goals. Provide leadership and management to ensure effective utilization of automated systems in support of improving and maximizing services and operations of the District; Establish District-wide budgetary needs related to information technology.

ESSENTIAL FUNCTIONS OF THE POSITION:

- Plan, organize, direct and make recommendations for all District Information Technology services, including but not limited to: network servers, individual workstations and computers and all peripherals related to those computers throughout the District.
- Plan and coordinate budgets and long term technology strategies.
- Supervise, directs and prioritizes the work load and training plan of assigned staff. Perform performance evaluations and development professional growth through established goals. Develop and implement IT policies, procedures, guidelines and best practices.
- Design and manage the enterprise network services including local/wide area network operations.
- Ensures the creation and maintenance of all written documentation, including system and user manuals, license agreements, and documentation of modifications and upgrades.
- Assist all end users in the District when they encounter operational hardware or software problems on their personal work computers.
- Coordinate and serve as liaison for technical activities within the District and the District's interface with outside agencies.
- Consult with vendors, consultants and outside agencies regarding technology issues facing the District.
- Perform other duties as requested, directed or assigned.

QUALIFICATIONS:

Any combination of experience and education that would prepare the candidate for the duties and responsibilities of the position is acceptable.

Education:

- Bachelor's Degree from an accredited college or university with major course work in computer science, information systems, business information systems, business administration or a related field is desirable.
- MCP, MCSE, CCNA, CCNP, A+, Net-, Security+ or other professional certifications in one or more fields of information technology is preferred.

Experience:

- Five (5) years of increasingly responsible experience designing, managing, and modifying computer networks and installing/ troubleshooting software applications and peripheral equipment. Three (3) years in a management role.

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Ability to:

- Ability to organize and administer assigned staff by motivating, counseling, evaluation and selecting for advancement.
- Interact effectively with management staff to determine, recommend and implement appropriate levels of information technology throughout the District.
- Utilize clear and concise communication skills including oral and written with all levels of management and employees.
- Manage the financial aspects of the IT department, including purchasing approval, Capital and O&M budgeting, and budget review.
- Demonstrate a strong commitment to customer service.
- Troubleshoot and perform routine maintenance on computer systems.
- Reason logically, use a variety of techniques to resolve problems, manage time and resources, concurrently handle multiple assignments and work under deadlines.
- Oversee and manage the support of end user support services including the desktop computer configure, servers, networked devices, mobile devices and related peripherals.
- Work outside of normal business hours.
- Utilize skills in the areas of business analysis, strategy development, project management, and problem solving and change management.
- Ensure leadership is well informed on a timely basis of technology challenges and events within the organization.
- Learn and adapt quickly to changes in technology.

Knowledge of:

- Principles of leadership, organization, administration, and personnel management.
- General accounting practices including budgeting and cost analysis.
- Disaster planning and recovery including backup and recovery methods.
- All Microsoft Operating Systems.
- Database technologies: Emphasis on Microsoft SQL preferred.
- Website technologies: Emphasis on Coldfusion preferred.
- General knowledge of security, software development lifecycle, structured query language, VoIP technologies, and virtual environments.
- General knowledge of security cameras and system software.
- General knowledge of storage Area Networks (SAN).
- General knowledge of WLAN, LAN, WAN and MAN technologies.

Necessary Special Requirements:

- Must file a Statement of Economic Interests in compliance with Government Code Section 8100.
- Must complete a two hour Ethics training course every two years in compliance with California AB 1234.
- Must complete two hours of Sexual Harassment training every two years in compliance with California AB 1825.
- A valid California Class C Driver License and the ability to maintain insurability under the District's vehicle insurance program.
- Abide by all District policies, guidelines and rules.

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ENVIRONMENTAL FACTORS:

- Exposure to the sun: 10% or less work time spent outside a building and exposed to the sun.
- Irregular or extended work hours: Occasionally required to change working hours or work overtime.
- Work performed in an office environment

The mental and 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 the essential functions:

ESSENTIAL MENTAL ABILITIES:

- Exercise independent judgment.
- Self directing and organized.
- Reason objectively.
- Assess, project and plan work activities on a daily and weekly basis.
- Interpret state/ federal/agency regulations.
- Document concisely, accurately and timely.
- Handle a variety of duties which may be interrupted or changed by immediate circumstances.

TYPICAL PHYSICAL DEMANDS:

- Communicate orally and in writing with District management, co-workers, outside auditors, customers, and the public in face-to-face and one-on-one settings.
- Transport, set-up and removal of promotional equipment and materials at various public functions.
- Use of office equipment such as computer, copiers, scanners, and fax machines.
- Capable of negotiating stairways and uneven ground from time to time.

Sitting: Remains in a seated position for up to eight (8) hours per day
Hands/Arms: Operates computer for up to eight (8) hours per day
Lifting: Raises and lowers boxes and supplies up to twenty-five (25) pounds.
Stooping: Bends body downward and forward by bending at the knees or waist
Talking: Expresses ideas and shares information by means of spoken work in person and by telephone.
Hearing: Hears well enough to receive communications in person and by telephone.
Vision: Reads written and video messages for up to eight (8) hours per day. Operate vehicles and office equipment.

SUPERVISION:

The position receives general supervision from the Director of Administrative Services.

I have reviewed this Job Description with my Supervisor and agree with its contents.

Employee Signature/Date

Supervisor Signature/Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.