

UTILITY INFORMATION TECHNOLOGY MANAGER

DEFINITION

Under general direction, assists in the overall administration, management, planning, coordination, and supervision of Alameda Municipal Power's automation and information systems operations, including the support and administration of computer systems, computer security, disaster recovery, help desk services, telecommunications, purchasing and deployment, and software license control; performs other related work as required.

DISTINGUISHING CHARACTERISTICS

Work in this class is characterized by fiscal and operational management of Alameda Municipal Power (AMP) information technology services, operations and functions, and by the wide scope of administrative responsibilities. It is distinguished from that of lower classes by the extent of supervisory, managerial and/or administrative responsibilities.

EXAMPLES OF DUTIES

1. Assists in the development of information technology policies, plans, and objectives for AMP.
2. Develops and implements comprehensive utility information technology services, programs, projects and functions, including both voice and data services.
3. Prepares and administers assigned budgets (operating and capital) as needed for each area and tasks/projects.
4. Assists in the administration, planning, direction, organization, coordination, and management in all work related to the AMP's computer network and telecommunications services including the selection, procurement, implementation, configuration installation, and maintenance of computers and servers, network infrastructure, software systems, enterprise application services, database management, telecommunications, desktop and mobile support and cloud infrastructure and associated and emerging technology, multi-user computer servers and single-user desktop computers; administers the City's support services for microcomputers.
5. Manages large and/or complex technology projects. Assigns and tracks project tasks, ensures adherence to project schedule, budget, and scope.
6. Develops AMP hardware and software standards; oversees the development and/or integration of systems to ensure continuity and compatibility with other systems.
7. Promotes and implements "big picture" strategy for all hardware, software, systems throughout AMP and understands how to work with all areas of AMP and the City in order to integrate systems and technology.
8. Administers, monitors and may negotiate contracts for the acquisition, installation, application and maintenance of vendor products and services.
9. Provides planning, leadership, guidance, and advanced technical expertise for, applications and/or computing and networking services within local area network, wide area network, and Internet environments.
10. Coordinates development and administration of planned and unplanned outage resolution, disaster recovery procedures and backup systems, including data backup and restoration of computer services, and communicates outage conditions to appropriate AMP and city personnel.
11. Plans, designs, implements, supports, maintains, upgrades and troubleshoots various applications and/or network, computing and infrastructure elements.
12. Responds to incidents, problems and requests for service and/or resources reported and/or escalated through various mechanisms determining and effecting appropriate course of action to bring closure. Escalates incidents, problems and requests for service and/or resources to other information technology staff as necessary and appropriate.
13. Resolves complex problems with multi-user computers, printers, servers, software, peripherals, and other related equipment.
14. Initiates, researches, proposes and implements improvements to various network, computing, infrastructure, operating system, and applications as appropriate to support operational service levels in alignment with best practices.

15. Prepares Requests For Information, Request For Qualifications, Request For Proposals and solicits vendor bids/quotes as needed. Evaluates bides and writes comparison reports.
16. Serves as a resource for City computer users, providing assistance with computer hardware, software, and related peripheral equipment.
17. Coordinates information technology activities with other divisions, departments, public agencies, public utilities, and the general public.
18. Prepares and may present various studies, analyses and reports regarding information technology services.
19. Develops goals, objectives, policies, procedures, and standards; determines priorities, staff assignments and work methods.
20. Ensures compliance with federal, state and local laws, regulations, codes, etc.
21. Supervises, trains and evaluates the work of professional and technical staff~~assigned staff~~.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited four-year college or university with major course work in Computer Science, Computer Information Systems, Business Administration, or a related field.

Experience: Four years of progressively responsible administrative or managerial experience in contemporary automated business information systems~~, including substantial supervisory or lead experience; experience Supervisory or lead experience and experience with a municipal government business systems~~ is highly desirable.

Knowledge

Knowledge of the principles and practices of automated information systems management and system support functions including microcomputer systems, networks, client-servers, and telecommunication industry standards; operation of a complex networked computing environment including web servers, databases, internet connectivity and wide area network technologies; designated operating systems and standard applications programs; systems analysis design and programming; state-of-the-art developments in information technology, hardware, peripheral equipment, software components, system devices and application; applicable federal, state and local laws, regulations and reporting requirements.

Ability

Ability to effectively manage, coordinate and supervise the AMP's information technology operations; manage major automation projects and applications; develop and implement comprehensive information technology services, programs, projects and functions including both data and voice; plan, organize, coordinate, manage and participate in all work related to AMP's computer network and telecommunications services; demonstrate effective leadership; develop and implement goals, objectives, policies, procedures, work standards and internal controls; review and analyze complex and technical information; draw valid conclusions and project consequences of decisions and recommendations; set priorities and meet deadlines; interpret and apply relevant state, federal and local laws and regulations; interpret and explain complex governmental regulations, policies and procedures; establish and maintain accurate records; plan, administer and evaluate work programs and schedules; prepare complex technical studies and reports; set priorities, meet deadlines, and make sound decisions; maintain level of knowledge required for satisfactory job performance; communicate effectively; establish and maintain effective working relationships with employees, public officials, other departments and agencies, vendors and the general public; supervise, train and evaluate assigned staff.

Special Requirements

Willingness and/or ability to work outside regularly scheduled hours to meet operational needs. Responds to emergency calls for service 24 hours per day, 7 days per week, including nights, weekends, and holidays.

CL: Human Resources Department

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Ability to transport and install computers and related equipment involving physical dexterity, moderate lifting and carrying of up to 50 pounds.

Other Requirements

As periodically determined by the City to establish and/or maintain the minimal level of knowledge, skills and abilities required by this classification and to meet the needs of the City.

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position. Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.