

CHIEF UTILITY TECHNOLOGY OFFICER

DEFINITION

Under general direction, functions as the administrative head of the utility department's information technology section and is the final departmental authority in all matters of policy and operations; plans and manages a comprehensive and integrated information technology program to deliver cost effective, reliable, secure, and high quality information technology systems and services for the utility; provides leadership and management to plan, coordinate, and direct all utility information technology services; administers, manages, plans, coordinates, and supervises Alameda Municipal Power's (AMP) digital and information technology operations, including the support and administration of computer systems, cybersecurity, business continuity, network and telecommunications, utility operations technology, purchasing and technology asset management, enterprise applications, infrastructure, and help desk services; performs other related work as required.

DISTINGUISHING CHARACTERISTICS

This is a single-position classification at the senior management level. The Chief Utility Technology Officer reports directly to the General Manager, is a member of the department's senior management team, and is responsible for all operations of the utility information technology section. Various related functions may be assigned to the section depending on the needs and priorities of the department.

The Chief Utility Technology Officer ensures that the department optimizes and aligns the use of technology, develops the overall information systems vision and strategy, technology-related goals and programs, coordinates utility-wide needs assessment and short and long-term information systems planning, and identifying opportunities to use technology to improve utility operations.

EXAMPLES OF DUTIES

1. Establishes the mission of AMP's utility information technology section's policies, plans, and objectives based on the utility department's strategic goals, needs, and priorities. Develops, implements, and maintains utility information technology vision and strategy that aligns the utility's strategic goals with sustainable technology to support it.
2. Develops and implements comprehensive utility information technology services, programs, projects and functions, including but not limited to areas in computer systems, cybersecurity, business continuity, network, telecommunications, utility operations technology, enterprise applications, and infrastructure to meet the department's operations needs and goals.
3. Develops, implements, and maintains a comprehensive cybersecurity strategy to secure utility operations and maintain compliance with various regulatory requirements including North American Electric Reliability Corporation (NERC).
4. Prepares or supervises preparation of routine and special reports to document activities, operation and performance of organization and recommends action by the Public Utilities Board or other authority.
5. Supervises, develops, trains and evaluates the work of professional and technical staff.
6. Prepares and administers the utility's information technology budget (operating and capital) as needed for each area and tasks/projects; forecast, monitor, and approve related expenditures.
7. Administers, plans, directs, organizes, coordinates, and manages all work related to AMP's computing and network infrastructure services, including the selection, procurement, implementation, and maintenance of computers and servers, network and cloud infrastructure, software systems, enterprise applications, relational databases, telecommunications, and associated emerging technology.
8. Manages and maintains the utility operations Supervisory Control and Data Acquisition (SCADA) network and related fiber network infrastructure.
9. Manages and oversees the utility's Geographic Information System (GIS) and associated technologies.
10. Evaluates service provision and program effectiveness, evaluates alternatives and options, establishes priorities, and implements effective remedies and solutions.

11. Advocates change and educates Public Utilities Board members, management, and employees on the needs for up-to-date information technology, staff, and equipment to accomplish the mission and goals of the department. Prepares or supervises preparation of routine and special reports to document activities, operation and performance of organization and recommends action by the Public Utilities Board or other authority.
12. Directs systems design, development, and implementation of new or enhanced systems; provides strategic planning and direction by staying up to date on advances in utility operations requirements, processes, technology and telecommunications.
13. Manages large and/or complex technology projects. Assigns and tracks project tasks, ensures adherence to project schedule, budget, and scope.
14. Develops hardware and software standards; oversees the development and/or integration of systems to ensure continuity and compatibility with other systems.
15. Promotes and implements "big picture" strategy for all hardware, software, systems throughout the utility and understands how to work with all areas of the utility and the City in order to integrate systems and technology where applicable.
16. Administers, monitors, and may negotiate contracts for the acquisition, installation, application and maintenance of vendor products and services.
17. Maintains knowledge of the latest trends and developments in the information technology and electric utility industry; advises and trains staff as needed.
18. Coordinates development and administration of planned and unplanned system outage resolution, disaster recovery procedures and backup systems, including data backup and restoration of computer services, and communicates system outage conditions to appropriate AMP and city personnel.
19. Plans, designs, implements, supports, maintains, upgrades and troubleshoots various applications and/or network, computing and infrastructure elements.
20. 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.
21. 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.
22. Prepares Requests For Information (RFI), Request For Qualifications (RFQ), Request For Proposals (RFP) and solicits vendor bids/quotes as needed. Evaluates bids and writes comparison reports.
23. Confers with other sections, divisions, departments, agencies, public officials, vendors and contract providers regarding information technology issues; makes presentation on information technology projects, programs, plans and activities.
24. Prepares and may present various studies, analyses, and reports regarding information technology services.
25. Ensures compliance with federal, state and local laws, regulations, codes, and NERC compliance.

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 a four-year college or university with major course work in information technology, computer science, information systems management, public or business administration, or a related field. A related master's degree is desirable.

Experience: Seven years of progressively responsible professional experience in all major phases of information technology, including at least three years of which shall have been in a supervisory capacity. Public sector information technology business systems experience is highly desirable.

Knowledge

Knowledge of objectives, current trends, techniques and principles of information technology administration; current state-of-the-art information systems and communication technology; best practices, strategies, methodologies, and policies in information technology; information, business, municipal and telecommunications system designs, applications, programming, business continuity and security; 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 servers, databases, local, cloud and wide area network technologies; designated operating systems and standard applications programs; systems analysis design and programming; and federal, state and local laws, regulations related to utility information technology operations management and reporting requirements.

Ability

Ability to effectively plan, organize, manage, coordinate and direct all of AMP's information technology operations; develop and implement goals, objectives, policies, procedures, work standards and internal controls; manage major automation projects and applications; develop and implement comprehensive information technology services, programs, projects and functions including both data and voice to meet operating needs and goals; plan, organize, coordinate, manage and participate in all work related to AMP's computer network and telecommunications services; demonstrate effective leadership; 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, apply and explain complex governmental regulations, policies and procedures; issue instructions, directions and orders; analyze situations and make quick decisions requiring sound judgment; establish and maintain accurate records; plan, administer and evaluate work programs and schedules; prepare complex and concise technical studies and reports; set priorities, meet deadlines, and make sound decisions; maintain level of knowledge required for satisfactory job performance; communicate effectively including presenting technical concepts clearly to non-technical parties; act with resourcefulness, courtesy and initiative; exercises independent judgment; establish and maintain effective working relationships with employees, public officials, other departments and agencies, vendors and the general public; and supervise, train and evaluate assigned staff.

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.

Work outside regularly scheduled hours as required.

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.

CL: Human Resources Department