OLIVENHAIN
Municipal Water District

POSITION DESCRIPTION

TITLE: INFORMATION TECHNOLOGY SUPERVISOR
REPORTS TO: Operations Manager
GRADE: 14
FLSA: Exempt
CONFIDENTIAL: Yes

SUPERVISORY RESPONSIBILITIES
DIRECT: (Position Titles) Instrument Control Technician I and II, Senior Systems Administrator, Systems Administrator, Pump/Motor Technician I and II, Information Technology Coordinator
INDIRECT: None

MINIMUM QUALIFICATION REQUIREMENTS

Unless required by law, experience and education may be substituted for each other upon approval by the General Manager or their designee. Certifications required by law for the position must be obtained within first year in the position.

EDUCATION: Associate's degree from an accredited institution with an emphasis in computer science, information technology, or related field including or supplemented by course work or training in electronics. Relevant network, security, and software certifications are desirable. State of California Water Distribution Operator D1 certification is desirable. Valid California driver's license and proof of insurability are required. Standard First Aid and CPR certifications are required.

EXPERIENCE: Minimum of seven years of progressive experience in the fields of supervisory control and data acquisition systems (SCADA). Specific experience to include all phases of SCADA systems planning, design and installation including needs analysis and forecasting, training, documentation, RTU/PLC programming, calibration, and other responsibilities required to operate and maintain District wide telemetry system. Operation and maintenance of management information system including front-line trouble shooting, software/hardware maintenance and operation, network and remote access systems, and PC configuration and support. Previous employee supervision of three years or more is preferred. An understanding of hydraulics, water systems, and electronics as related to instrumentation is required.

CONTACT RESPONSIBILITY

INTERNAL: Interaction with Supervisor and department managers to receive general direction and review results; District staff to coordinate internal work assignments and resolve support problems; all other District personnel as required.

EXTERNAL: Interaction with contractors, vendors, engineers, government agencies and officials to discuss, advise and resolve management information systems issues, engage services and direct project flow.

PHYSICAL REQUIREMENTS

Good hearing, eyesight and speech; Excellent ability to communicate both verbally and in writing; ability to effectively operate and utilize a personal computer and peripherals; able to tolerate periods of continuous sitting; able to tolerate extended exposure to a computer screen; may on an infrequent basis assist with

lifting up to 50 pounds.

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ENVIRONMENTAL CONDITIONS

Work is primarily performed within an enclosed office setting with lighting and ventilation. Subject to conversational noise from other personnel within the facility, along with standard background noise found in an office environment. Subject to long periods of sitting and exposure to computer screen. When performing work outside the facility, subject to variable weather conditions and possible exposure to heavy equipment, dust, fumes, odor, and noise. Appropriate personal safety equipment is provided.

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DETAILED DUTIES AND RESPONSIBILITIES - ESSENTIAL FUNCTIONS

Under general direction, this at will position is responsible for planning, installing, supporting, upgrading and repairing local and wide area network and telecommunications hardware and software. Work under general supervision to provide oversight support to Systems Operators for the telemetering equipment. Responsible for the coordination, development, implementation and management of the GIS system Responsible for providing oversight of information technology support to water, wastewater, District's headquarters, security, records management systems, webmaster and other areas as needed. An ability to perform successfully within a team environment; as well as support of the District Strategic Plan and Mission Statement are essential; a working knowledge and understanding of District safety rules and regulations, as well as active participation in the District's safety programs is necessary. Stable, reliable attendance is required.

The following tasks are typical for this classification. Incumbents may not regularly perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business or staffing needs and changing business practices as defined by the General Manager.

% Time	Tasks
40%	Administers the design and implementation of communications, control and security systems, and programs for District operations: • Plans, maintains and provides oversight for the LAN, WAN, and telecommunications systems to ensure high availability of resources and services to District employees and partners; • Provides technical advice and assistance on matters relating to the installation of LAN, WAN, and telecommunications systems; • Develops and implements in-service and/or training workshops.
35%	Oversees the support of users of District network and SCADA system including the maintenance and documentation of complete systems. Supervises the upgrades, maintenance, and repair of all information systems, peripherals, and telephone system.
15%	Administers the operation of the information technology programs: • Recommends and implements resulting policies and procedures; • Submits budget recommendations; • Identifies opportunities for improving service delivery methods and procedures; identifies resource needs; reviews with appropriate management staff; implements improvements; • Directs, coordinates and reviews the work plan for information technology; assigns work activities and projects; monitors work flow; • Selects, trains, motivates and evaluates information technology personnel; conducts performance appraisals; provides or coordinates staff training; • Works with employees to correct deficiencies; • Participates in the development and implementation of goals, objectives, policies

and priorities;
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information technology.
- Provides oversight of recommended purchasing, implementation, maintenance, and upgrades of District office equipment including copiers, printers, telephone systems, computer networks, and desktop computers.

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DETAILED DUTIES AND RESPONSIBILITIES – NON-ESSENTIAL FUNCTIONS

10%   Performs all related duties as assigned.