Director of Technical Services

Department/Division:	Technical Services
Reports To:	Assistant General Manager
Provides Direction To:	Business Systems Manager
FLSA Exemption Status:	Exempt
Date Prepared:	12/19/2024

GENERAL PURPOSE

Under supervision from the Assistant General Manager, performs complex professional, technical, and analytical duties in the areas of budgeting, design, development, modification, programming, analysis, testing, implementation, documentation, and maintenance of a variety of Department systems, programs, and applications. Protects information technology assets by establishing, monitoring, and enforcing internal controls. Works closely with other departments and is responsible for recommending and implementing cost-effective technological solutions that will benefit district operations, as well as designing and supporting these solutions.

DISTINGUISHING CHARACTERISTICS

The Director of Technical Services, as a Department Head, shall understand the District's mission, strategic goals, values and policies. The incumbent will be self-motivated with good judgment and high ethical standards; have excellent verbal and written communication skills along with the ability to multi-task and organize. Leadership skills are critical to the positions combined with technical abilities to motivate and enhance employee morale. The incumbent, as a Department Head, also functions as a member of the District's executive management team and participates actively in addressing issues of concern to the District, which at times may not have a direct impact on the incumbent's area of specialization.

Responsible for developing the annual fiscal year budget for the department.

Directly responsible for making recommendations/requests for adjustments throughout the year and particularly during the mid-year budget review process.

ESSENTIAL FUNCTIONS
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class.

- Provides leadership and direction to staff ensuring a high-performance, customer-oriented environment that supports the District's strategic communications goals and the District's strategic plan, mission and vision.

- Provide courteous and expeditious customer service to the general public and District department staff;
- Protects information technology assets by establishing, monitoring, and enforcing internal controls;
- Prepares Technical Services departmental budget by collecting, analyzing, and consolidating financial data; recommending plans;
- Achieves budget objectives by scheduling expenditures; analyzing variances; initiating corrective actions;
- Monitors actual expenditures and encumbrances, initiate budget transfers between GL accounts as needed, approve deviations from the specifically approved budget line items within each GL account;
- Manage, motivate, and develop all staff within the Business Systems/I.T. department;
- Ensure the departmental structure is appropriate for supporting the Districts current and future business needs.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies;
- Protects operations by keeping technical systems information and plans confidential;
- Oversee design, development, programming, modification, testing, implementation, documentation, and maintenance of District's systems and applications, including, but not limited to, business and financial systems, utility billing applications, meter reading systems, records management, payroll, and human resources, telecommunications, hardware, and peripherals;
- Devise and establish IT policies and systems to support the implementation of strategies set by the executive management; design and implement Disaster recovery plans;
- Oversee technological support of existing application and system software; oversee assessment, review, and research of system operation problems and functionality; recommend technical solutions for alternative systems or applications; determine method of integrating new programming code into existing programs to meet user needs;
- Manage system to handle inquiries and requests involving technical assistance on PC systems and programs to District users;
- Perform procedural audits on business systems and procedures; Identify areas to be considered for improved efficiency;
- Protect the District and its operations against IT risks, including unauthorized access to information, data integrity problems, loss of processing capability, and poor service levels;
- Oversee development and maintenance of personal computer database programs, database files, and documentation of data systems;
- Assist in building relationships with vendors and creating cost-efficient contracts;
- Lead and coordinate development of infrastructure to ensure key business strategies and processes are supported by systems that enable growth and flexibility;
- Researches, evaluates, recommends and participates in the implementation of technology solutions to streamline and improve existing processes;
- Performs database management tasks as needed; develops queries and reports to meet the information requirements of the District;
- Cooperate with operating units in conceptualizing, developing, and launching technology-based products and services;
- Maintain prompt and regular attendance;
- Perform other related duties as assigned.

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QUALIFICATION GUIDELINES

Knowledge of:

- Principles and practices of information management systems, including hardware, firmware, and software;
- Networking, systems, and security management and best practices for protection of District assets and communications;
- Budgeting;
- Project management practices;
- Supervisory methods and leadership techniques; organization, functions and policies related to engineering practices;
- Report writing methods;
- Principles of supervision, leadership, training, and performance evaluation;
- MS Suite, GIS, SQL and other database, graphics, and a range of other software applications used by District.

Ability to:

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations;
- Perform business rule and process analyses and apply critical thinking skills to reach sound, logical conclusions;
- Effective and persuasive written and oral presentation skills on controversial or complex topics to management, public groups and/or board of directors;
- Set priorities and organize work to complete project responsibilities efficiently and effectively;
- Read, interpret, explain, and apply technical information on business processes, software, and hardware to technical and non-technical users;
- Prepare clear and concise program documentation, user procedures and systems documentation, reports of work performed, and other written materials;
- Statistically analyze data;
- Make sound independent decisions within established guidelines;
- Understand and follow written and oral work instructions;
- Perform project management responsibilities and work collaboratively and effectively with project team members and end users;
- Perform highly detailed work on multiple concurrent tasks;
- Work under changing deadlines with frequent interruptions;
- Use tact and diplomacy when dealing with sensitive, complex, and/or confidential issues and situations;
- Maintain confidentiality of highly sensitive information;
- Establish and maintain effective working relationships with end users, vendors and others encountered in the course of work;
- Lead and direct the work of others; provide effective training to less experienced analysts and technical staff;
- Respond to non-normal working hour emergency operational and/or life-threatening conditions.

Minimum Qualifications:

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Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Education: A Bachelor's degree from an accredited four-year college or university with major course work in business administration, information technology, computer science, computer information systems, data processing, or a closely related field. Master's degree is preferred.

And

Experience: Seven (7) years of progressively responsible IT experience managing the operations or maintenance functions in a governmental or special district agency, at least three (3) of which were at a manager or supervisory level. Experience in a public agency is preferred.

Licenses, Certificates, Special Requirements:

Possession of a valid Class C California driver's license, acceptable driving record.,

Master's degree in information technology, Computer Science, Management Information Systems or related fields; highly desirable.

Certified Information Security Professional (CISSP) certification; highly desirable.

Certified Information Security Manager (CISM) certification; highly desirable.

DEMANDS AND ENVIRONMENTAL CONDITIONS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, the employee is constantly required to sit and occasionally to stand and walk. Finger dexterity and light grasping is required to handle, feel, or operate computer hardware and standard office equipment; and reach with hands and arms above and below shoulder level. The employee occasionally bends, stoops, lifts, and carries records and documents, typically weighing less than 25 pounds.

Sensory demands include the ability to see within the normal range, talk, and hear, and use electronic touch keypads.

Environmental Conditions

The employee works in an office environment where the noise level is usually quiet. The employee occasionally works in outdoor weather conditions. The employee is exposed to fumes or airborne particles, toxic or caustic chemicals and biological hazards. The employee is occasionally exposed

to loud or prolonged noise and equipment with heavy vibrations. The employee may be at risk of electrical   shock.

Work requires responding to emergency calls.

THIS POSITION MAY BE ELIMINATED, OR THE DUTIES, QUALIFICATIONS AND TRAINING REQUIRED CHANGED BY THE BOARD OF DIRECTORS AND/OR THE GENERAL MANAGER, WHEN IN THEIR JUDGEMENT, IT IS CONSIDERED NECESSARY AND PROPER FOR THE EFFICIENT OPERATION OF THE DISTRICT.