

INDIAN WELLS VALLEY WATER DISTRICT

Job Description

IT Supervisor

Position Overview

Position Title:	IT Supervisor
Employment Classification:	Exempt
Department:	Administration
Reports To:	Chief Financial Officer (CFO)

Job Summary

Under general/administrative direction, plans, directs, organizes, and manages all information technology (IT) operations, services, communications and SCADA systems; develops policies, procedures, goals, and budgets; interprets and applies existing policies; oversees plans, manages, organizes and directs the activities of personnel and contractors engaged in the professional and technical support of district-wide computer systems and data networks, including hardware and software maintenance; oversees the acquisition, use and maintenance of IT equipment and software; supervises and evaluates assigned staff; and coordinates assigned activities.

Supervision

Minimal. Direction is provided by the CFO, as needed.

Supervises and evaluates assigned staff.

Essential Duties and Responsibilities

- Plans, manages, coordinates, organizes and directs the District's IT functions and activities, including Supervisory Control and Data Acquisition (SCADA) system technology needs.
- Schedules, trains and supervises IT staff and/or contractors responsible for network and systems administration, operations, maintenance, analysis, and programming; prepares employee performance evaluations and reviews employee effectiveness for assigned staff.
- Plans, designs/evaluates and implements new applications utilizing both internal and external IT resources.
- Manages development of and compliance with IT-related standards, specifications, and administrative procedures and practices, including security standards and best practices.

- Upgrades and maintains compatibility of software and hardware.
- Ensures the proper repair and maintenance of District IT equipment, including connectivity for field staff.
- Plans for and maintain District Information Technology Disaster Recovery readiness.
- Assists management staff with long range planning of District IT functions, including the acquisition of equipment and software.
- Coordinates work with other District departments to provide timely, cost-effective, integrated systems and related support.
- Prepares and administers the IT department budget, reviews budget expenditure requests and recommends expenditure levels.
- Keeps secure records and prepares reports regarding IT equipment, services and functions.
- Serves as a liaison between District and IT vendors.
- Provides support for management staff with presentations regarding District IT functions and services.
- Attendance at various meetings, including safety meetings.
- Provides advice and consultation on the development of all District IT systems and software.

All other temporary work assignments which are infrequently assigned, and not covered above, shall be considered non-essential tasks, duties or responsibilities.

Skills and Abilities

Knowledge of:

- Windows operating systems, Linux operating systems, remote server administration tools (RSAT), network virtualization, and network monitoring platforms. Principles and practices of current IT systems, networking, business and operational applications web/cloud technology and system/network security.
- Principles and practices of project management.

- Systems and procedures development, including the development/acquisition and implementation of IT applications.
- IT equipment operation and maintenance.
- Communications equipment operation and maintenance.
- Application of IT methods to the operations and services of the District.
- Principles and practices of budget preparation and fiscal controls.
- District policies, rules, regulations and procedures.
- Pertinent local, state and federal laws, rules and regulations.
- Principles and practices of organization, administration, and personnel management.

Ability to:

- Maintain the Districts networks, to install and set up hardware and software for the network, workstations, thin clients and telecommunication systems and services.
- Maintain the Districts supervisory control and data acquisition (SCADA), programmable logic controllers (PLC), PLC network communications equipment, stratus servers, and virtualization.
- Perform difficult computer information system network installation, repair and maintenance work.
- Analyze and define complex problems, evaluate alternatives, and provide solutions.
- Maintain the District security, access control and surveillance systems.
- Keep written records and make written and informal oral reports.
- Maintain sound client/customer relationships to ensure customer satisfaction with quality and quantity of service.
- Maintain sound and cooperative working relationships with coworkers and management to ensure output of a good and efficient product or service.
- Plan, manage, coordinate, organize and direct the general Information Technology needs of the district.

- Assist with the development and control of the IT budget.
- Develop and implement IT related policies and procedures.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement solutions in support of District goals and objectives.
- Analyze business requirements by partnering with key stakeholders across the organization to develop solutions for IT needs.
- Maintain confidentiality as necessary.
- Initiate and maintain effective safety practices that relate to the nature of the work.
- Effectively represent the District's IT functions with users and vendors.
- Effectively supervise, train and evaluate assigned personnel.
- Establish and maintain effective and cooperative working relationships with coworkers, outside agencies, vendors, consultants/contractors and the public.
- Communicate effectively both verbally and in writing

Minimum Qualifications

Any combination of experience and education that would likely provide the required knowledge and abilities would be qualifying. An equivalent combination of experience, education/training may be accepted by the General Manager. A typical way to obtain knowledge and abilities would be:

- **Experience:** Seven years of experience in the setup, operation and maintenance of PCs and Networks. Additional consideration will be given to candidate with prior supervisory experience.
- **Education:** Bachelor's Degree in Information Technologies or Computer Science is required. Equivalent years of experience may be substituted at the discretion of the General Manager.
- **Certifications:** Microsoft, CompTIA, and Cisco certifications desired but not required. Other equivalent certifications may be considered.
- **Licenses:** Must possess State of California Class C Driver's License.

Must successfully complete a physical examination and drug screen. Must have a driving record acceptable to the District's insurance underwriter.

Physical Requirements and Working Conditions

The physical requirements and physical demands placed upon this position are outlined separately. (A copy of these requirements is to be attached to this job description).

The District will provide reasonable accommodation in accordance with the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act (FEHA).

Equal Employment Opportunity

The Indian Wells Valley Water District is an Equal Opportunity Employer. Employment decisions are made without regard to race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, age, disability, veteran status, genetic information, or any other protected category under federal, state, or local law.

Unless otherwise covered by a Memorandum of Understanding or other agreement, employment with the District is considered at-will, and nothing in this job description alters that status.

IT Supervisor: Job Description Approval

Department Manager Recommendation:	
General Manager Approval:	
Received and Recorded by Human Resources:	