



POSITION DESCRIPTION

TITLE: INFORMATION TECHNOLOGY MANAGER

REPORTS TO: GENERAL MANAGER

SUPERVISES: INFORMATION TECHNOLOGY ADMINISTRATOR I & II
FIBER TECHNICIAN

SALARY: GRADE V

PURPOSE:

Serves as the primary technical resource for any IS/IT project in development, from assessment of the District's system environment to development of the entire technical architecture for large, complex projects.

DUTIES AND RESPONSIBILITIES:

- Oversee all Information System and Information Technology aspect of the District; including all internal communication systems (i.e. computer, server, printer and networking architecture) and outside communication plant (wireless, copper and fiber optic based).
- Through use and formal training, become in-house expert on District's CIS, billing, accounting, and engineering software (currently NISC's iVUE software suite). Must be able to field a wide variety of questions from District personnel involving this software.
- Responsible for supervising day to day activities for Information Technology Administrator I and II, assigning work schedule and checking assignments.
- Primary supervisor for Fiber Technician but works with Operations Managers for scheduling work.
- Primary 24/7 contact for any communication related issues relating to District infrastructure (internal and external networks). Expected to respond to network outage scenarios at any time.
- Develop annual Information Technology budget
- Responsible for all voice systems, including VoIP, RoIP and analog (fax).
- Must be always reachable by cell phone (day / night / weekend / holiday / etc) unless on approved leave and arrangements for coverage made.
- Internal Network
 - Control, monitor and direct all activities on the network. Develop and review network guidelines and procedures relevant to the District network.
 - Manage any updates, upgrades and patching for all computer, server, and network devices as necessary
 - Review and update as necessary, practices and procedures for all technology devices to maintain operational integrity, security, and reliability.
 - Review and implement necessary cyber-security and other digital security measures.
 - Maintain and monitor District surveillance, controls, and alarms. Act as main contact for installation, changes, and restoration of all District network and computer related services.
 - Configure necessary devices (including such things as servers, routers, switches, and firewalls).

- Ensure licensing for all software and hardware used by the District is adequate and up to date.
- Outside Plant
 - Design and implement all aspects of the District's telecommunications system.
 - Maintain necessary documentation of District's telecommunications including (but not limited to) GIS based mapping and splicing / termination documentation.
 - Configure all components of the telecommunications system including routers, switches, firewalls, APs, SMS, etc.
 - Liaison between District and Retail Service Providers (RSPs). Maintain excellent working relationships with all RSPs.
 - Primary contact for any questions related to District communication infrastructure; whether from RSPs, Pacific County residents or other inquiries.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to demonstrate knowledge and experience related to managing the preparation of annual budgets for capital improvements, operations, maintenance, and major communications system improvement projects.
- Ability to provide guidance and direct performance of key utility telecommunication functions.
- Effective interpersonal skills with the public/customers, employees at all levels of the utility, and industry organizations.
- Must have extensive knowledge in the configuration and troubleshooting of routers, switches, and firewalls (primarily Cisco devices).
- Thorough understanding of common networking protocols/services (both Layer 2 and Layer 3) including TCP/IP, Ethernet, VLANs, etc.
- Knowledge of utility software solutions and capable of quickly learning the District's specific software (currently NISC's iVUE suite) through formal classes, personal use and independent research.
- Understanding of desktop and server operating systems (Windows, Windows Server and Linux) and the ability to maintain and troubleshoot those operating systems.
- Understanding and troubleshooting of VoIP, RoIP and analog phone systems.
- Must be flexible and understand organizational needs in a communication environment.
- Must understand fiber optic outside plant design.
- Must have basic understanding of all fiber optic construction practices, including District construction standards, and basic fiber optic splicing techniques.
- Must have excellent communication skills, strong technical leadership, and experience in presenting technical concepts and strategies.
- Must be a multi-disciplinary team leader capable of guiding highly technical personnel.

PREFERRED QUALIFICATIONS:

- Track record of managing successful projects.
- Demonstrative ability to coordinate multiple tasks in a fast-paced environment.
- Ability to manage details under pressure.
- Excellent written and oral communication skills.

- Experience working with employees from all levels of the District.

EDUCATION AND EXPERIENCE:

- Bachelor's Degree in Engineering or Computer Science (or related).
- Minimum of 5 years' experience developing and managing interactive projects.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Have or ability to obtain a valid Washington State Motor Vehicle Operator's license.
- Preference shall be given for any professional licenses, registrations or certificates that have been obtained by the employee that directly contributes to the ability to carry out the duties of the job.

WORK ENVIRONMENT:

The work environment conditions described here are representative of those an employee encounters while performing the essential functions of this job.

- Work is performed in the office Monday through Thursday 7:00 am to 6:00 pm. Remote work is not available for this position unless directly approved by the General Manager.
- The inherent nature of the position will require additional hours during the work week and/or weekend in order to fully perform the duties of the position as here contained.
- Duties are performed in an office environment and field locations, during daylight hours and at night. Field locations may expose the incumbent to varying weather conditions, including temperature extremes, various types of terrain, and energized equipment.
- This position requires local, regional, and national travel.
- The individual may be exposed to hazards associated with construction and other job sites.
- Pressure and stress arise through the interaction with the media, between departments, customer expectations, deadlines, and decision ramifications.

ACTIVITIES:

- Hand-eye coordination is necessary to operate personal computers, various office equipment, and motor vehicles.
- Operation of a motor vehicle occurs on various road conditions, including hazardous situations due to weather conditions.
- Individual may lift boxes and other materials associated with office work, not to exceed twenty-five (25) pounds (non-essential).
- The employee is regularly required to walk, stand, stoop, and sit at a desk.
- Frequently uses a cellular phone.

The Information Technology Manager Job Description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee to successfully perform in this job. Duties, responsibilities, and activities may change at any time with or without notice.