ENCINA WASTEWATER AUTHORITY

DATE:	August 2022
POSITION TITLE:	Information Systems Manager
DEPARTMENT:	Technical Services
REPORTS TO:	Director of Technical Services
FLSA STATUS:	Exempt

POSITION SUMMARY: Under the general direction of the Director of Technical Services, this is a confidential position managing the Encina Wastewater Authority (EWA) Informational Systems, as well as the Supervisory Control and Data Acquisition (SCADA) infrastructure for the Encina Water Pollution Control Facility (EWPCF), Carlsbad Water Recycling Facility (CWRF), Remote Facilities, and other Authority operated facilities as directed by the Director of Technical Services. The incumbent is responsible for the budgeting, planning, coordinating, directing, scheduling, and supervising personnel in the activities and operations of the Information Systems section within the Technical Services Department, including hardware, software, cyber security, and telecommunications systems. Through sound methodologies and innovative technologies, optimizes organizational efficiency and effectiveness; directs Information Technology (IT) systems and operations through coordinated activities with other departments and outside agencies; and provides confidential and complex administrative support to EWA's Executive Leadership Team.

SUPERVISORY DIMENSIONS: Exercises direct and general supervision of all Information Systems staff.

ESSENTIAL JOB DUTIES:

The duties listed below are intended only as illustrations of the various types of work that may be performed.

- Promote the Authority's Mission, Vision, and Values.

- Exhibit all leadership traits and ethical behaviors required of California local government employees.

- Manage network operations of Local Area Networks (LANs), Wide Area Networks, telecommunications, server platforms, security, remote access, OT Networks, Plant Process Systems, and end-user support.

- Recommend information technology strategies, policies, and procedures by evaluating organization needs and outcomes.

- Develop system access, monitoring, control, and evaluation; establish, maintain, implement, and test disaster recovery and back-up policies and procedures, information security and control structures; and maintain system documentation.

- Serve as a resource to Encina regarding informational technology policies, procedures and practices.

- Develop strategic plans, IT policies and procedures, technical standards, plans and project schedules for cybersecurity, networks, networking equipment, servers, server operating systems, storage systems, firewalls, routers, and other networking devices and associated networking software.

- Plan, direct, integrate, coordinate, and review all aspects of IT system programs, including the design, configuration, testing, analyzing, and supporting of cybersecurity, software, networks, networking equipment, servers and server operating systems, storage systems, firewalls, routers, other networking devices and associated networking; work closely with other departments to coordinate IT activities; network and process shutdowns; isolation of equipment; as well as commissioning activities in support of the CIP program and CIP projects; review the work plan for assigned staff; monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; and develop and participate in planning for assigned business units and with other divisions and departments.

- Review and approve plans, designs, and specifications as necessary; represent the district in dealing with other governmental agencies and entities; as well as negotiate and resolve sensitive issues.

- Responsible for the training, evaluating and mentoring of assigned staff; providing policy oversight and technical assistance to staff; working with employees to correct deficiencies and implementing discipline and termination procedures; participating in the development and administration of the division's budget; evaluating service delivery methods, recommending appropriate service and staffing levels; serving on a variety of boards and committees; attending and participating in professional group meetings; keeping abreast of new cybersecurity and technology trends, laws and regulations; preparing and presenting clear and concise reports and other documents relating to area of responsibility; and other related duties as assigned.

- Responsible for cybersecurity functions, including network device and server patching, threat assessment, threat monitoring, end-point protection, incident response, and end-user cybersecurity awareness training.

- Review and evaluate the EWA's networking technology and application needs and requirements and implement solutions to improve usability and productivity.

- Responsible for operating system level analysis and programming as required; preparation of network, server, storage system, firewalls, routers, and other networking devices related documentation; database configuration, administration, and support for Microsoft server database systems.

- Oversee system monitoring and analysis, and performance tuning; troubleshoot system hardware, software, networks and operating and system management systems; design and run system load/stress testing; escalate application problems to vendor.

- Ensure safe, effective, and efficient methods of operating and maintaining specialized tools and computer system testing devices.

- Consult with department directors and managers on data processing and information technology needs, capabilities, and problems.

- Conduct research and analysis of complex technical issues; makes recommendations to increase operational efficiencies and to maintain the latest in cyber security.

- Organize, schedule, and oversee responses to daily technical MIS problems and needs. Potential problems may include application development and maintenance, application and database upgrades, database administration, network maintenance and troubleshooting, domain security administration, report generation, maintenance of specialized software, and user training support and service.

- Maintain accurate records of personnel, materials, equipment, and maintenance activities.

- Assist in the planning of capital improvement projects through EWA's Planned Asset Replacement, Minor Plant Rehabilitation, and Major Plant Rehabilitation programs.

- Review engineering plans and specifications for construction projects. Attend design and construction meetings and contribute comments and recommendations on projects as assigned.

- Assure facilities compliance with Federal and State regulations pertaining to the maintenance and operability of IT systems related to wastewater and recycled water treatment and disposal, biosolids treatment, and air permits.

- Works directly with EWA's Management team in the review and investigation of requests for facility improvements, modifications, and maintenance.

- Meets with vendors, investigates, and evaluates products and equipment, provides recommendations regarding product quality, price, and suitability for use by the Authority.

- Consults with the Director of Technical Services on policies, procedures, rules, regulations, and practices relating to safety, security, efficiency, and cost effectiveness of Information Systems.

- Maintain effective relationships with other employees, representatives of public and private agencies, and the general public.

- Interface with the Operations Department in reviewing service request priorities and coordinate departmental activities. Advise, assist, support, and interact with other Authority departments and divisions as appropriate.

- Monitor IT projects at the Authority operated facilities and oversees vendors performing the work to ensure proper safety policies and procedures are followed and work is progressing satisfactorily, monitors expenditures against goals and objectives.

- Confer with engineering staff and consultants regarding the design and construction of new facilities and renovation of existing facilities.

- Operate Authority vehicles in accordance with EWA Vehicle Use Policy.

- Performs other duties as assigned.

Specific types of knowledge, skills and physical abilities required for these duties:

- Possession of management skills including planning, organizing, staffing, directing, controlling, and budgeting. Ability to supervise, train and develop staff.

- Principles and practices of current business systems and administration.

- Effective oral and written communication skills, strong customer service; the ability to work independently under general supervision with a high level of productivity.

- Principles and techniques of programming, including the analytical and procedural steps to be followed in the development, modification, and testing of business systems applications.

- Knowledge of the various types of precision measuring devices, special and general electrical test meters, gauges and current generators, and advanced technical and equipment malfunctions.

- Knowledge of the safe and proper use of various types of electrical test equipment, power and hand tools for self and others.

- Ability to read, interpret and follow electrical drawings, ladder diagrams, equipment troubleshooting guides, parts lists, servicing requirements, instrument testing and calibration routines.

- Ability to withstand exposure to varying weather conditions, work in wet/odorous areas, and work in confined areas, tanks, and structures.

- Ability to respond to 24-hour call-ins, work varying hours, weekends, holidays, and days off.

- Proficient in computer fundamentals and Microsoft Office applications (i.e., Excel, Word, PowerPoint, Teams, Outlook), and Authority's requisition, employee self-service, and CMMS programs.

- May be required to move heavy objects, lift, bend, reach, and climb.

- Proficient in structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

- Ability to establish and maintain cooperative working relationships to foster a team approach.

- Ability to use tact, initiative, prudence, and independent judgement with general policy, procedural, and legal guidelines.

EDUCATION REQUIREMENT: A bachelor's degree in Information Systems, Computer Engineering, Electrical Engineering, or a related field of study from an accredited college or university.

EXPERIENCE REQUIREMENT: Six (6) years of progressively responsible experience in the maintenance and operation functions associated with Information Technology systems or closely related field, to include two (2) years in a responsible supervisory or management capacity.

LICENSE REQUIREMENT: Possession of a valid California Class C Driver's License and ability to be insured under the Authority's automobile insurance coverage. Note: Failure to maintain a valid California Driver's License constitutes possible cause for termination.

CERTIFICATION REQUIREMENT: Microsoft Certified Systems Engineer (MCSE) or similar IT and/or Engineering certifications is preferred.

PHYSICAL AND MENTAL DEMANDS:

Physical Demands

While performing the duties of this position, the employee is regularly required to walk; talk or hear by telephone and in person; sit; smell; use hands and fingers to handle, feel or operate objects, tools, or controls; reach and lift with hands or arms. The employee may be required to lift/move objects weighing approximately fifty (50) pounds. Specific vision abilities required by this job include close vision, distance vision, the ability to distinguish colors and shades, depth perception, and the ability to adjust focus.

Mental Demands

While performing the duties of this position, employees are regularly required to use oral and written communication skills; read documents or instructions; analyze and solve problems; observe and interpret data or information; use mathematical reasoning; learn and apply new information or skills; perform highly detailed work; work under changing, intensive deadlines with constant interruptions; and perform multiple concurrent tasks.

WORK ENVIRONMENT: While performing the duties of the job, the employee may be exposed to toxic or hazardous chemicals. The noise level in the work environment is quiet to loud. Hearing protection is required in some work areas. However, the employee typically works under office conditions, and the noise level is usually quiet.

QUALIFICATIONS: Possession of a good driving record and the ability to be insured by the Authority's insurance carrier; and the ability to read, write, speak, and comprehend English.

RIGHT TO WORK REQUIREMENT: Documentation of eligibility to work in U.S. will be required as a condition of employment.

The Encina Wastewater Authority does not discriminate against any applicant for employment on the basis of age, race, color, sex, ancestry, national origin, pregnancy, marital status, sexual orientation, sexual identity, religion, military status, medical condition, mental disability, or physical disability. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions.

The list of essential job duties contained in this job description is not exhaustive and may be supplemented as necessary. This position performs other related duties as assigned, some of which may become essential to the position.

Any offer of employment for this position is contingent upon receipt of acceptable results from a background investigation, physical examination, and drug screen.