ORANGE COUNTY SANITATION DISTRICT CLASS SPECIFICATION	Job Code: 5005 FLSA Status: Exempt Bargaining Unit: Management Effective Date: 03/21/07

CLASS TITLE: IT SYSTEMS & OPERATIONS MANAGER   **PAGE: 1**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under administrative direction, directs, manages, supervises, and coordinates assigned activities and operations within the Information Technology Division including hardware, software, GIS, and telecommunications systems. As a visionary and strategic leader, develops and implements an IT strategic plan that supports the District's overall strategic goals. In partnership with District management, addresses short and long term business goals from a District-wide perspective. Through sound methodologies and innovative technologies, optimizes organizational efficiency and effectiveness. Directs the District's overall information technology systems and operations through coordinated activities with other departments and outside agencies; and provides highly responsible and complex administrative support to the Director of Finance and Administrative Services.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not 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 needs and changing business practices.

1. As a visionary and strategic leader, direct and manage an information technology function that meets the District's needs in an innovative, proactive, responsive, and cost effective manner. Address short and long term business goals from a District-wide perspective. Use sound methodologies and innovative technologies in optimizing organizational efficiency and effectiveness.

2. Plan, develop and implement an IT strategic plan that ensures an appropriate and effective organizational infrastructure for IT activities by choosing and implementing management systems, programming tools and systems products, organizational standards and functions, and workplace methods and procedures that are both: (1) the most effective information and communication technology; and (2) supports the District's overall strategic goals.

3. Develop strategic and operational plans for control, management, and improvement of IT capabilities. Components of these capabilities include items such as: data modeling, database administration, data integrity and security methodologies, client support services, technical standards for documentation, testing and training, resource analytics for hardware and communications needs, network control and administration service standards, system design and analysis techniques, varieties of application development approaches, and project management techniques.

4. Maintain effective communications with all District divisions and departments to assure that information technologies for current and future business management, operations and decision-making requirements are provided, improved, and replaced as required. Provide leadership in the establishment of systems and technology development priorities for the District.

ORANGE COUNTY SANITATION DISTRICT CLASS SPECIFICATION	Job Code: 5005 FLSA Status: Exempt Bargaining Unit: Management Effective Date: 03/21/07

CLASS TITLE: IT SYSTEMS & OPERATIONS MANAGER   **PAGE: 2**

5. Consult with and advise District management with respect to modifications, changes and/or additions to assure state-of-the-art information systems, information technology, and communications technology; ensure divisional support for the District's information technology governance structure, consisting of IT Steering Committee and IT Technical Committee.

6. Plan, direct, and coordinate the division's work plan; assign projects and programmatic areas of responsibility; review and evaluate work methods and procedures; meet with key staff to identify and resolve problems.

7. Select, train, motivate, and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

8. Oversee and participate in the development and administration of the Division's annual budget; plan and formulate budgets for computer and communication resource acquisition or upgrade; participate in the forecast of funds needed for staffing, equipment, materials, and supplies; approve expenditures and implement budgetary adjustments as appropriate and necessary.

9. Provide staff assistance to the Director of Finance and Administrative Services; prepare and present staff reports and other necessary correspondence.

10. Represent the Information Technology Division to other divisions and departments, elected officials, and outside agencies; coordinate assigned activities with those of other departments and outside agencies and organizations.

11. Explain, justify, and defend division programs, policies and activities; negotiate and resolve sensitive and controversial issues.

12. Participate on a variety of boards, commissions, and committees.

13. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of information technology.

14. Respond to and resolve difficult and sensitive inquiries and complaints.

15. Perform related duties as required.

QUALIFICATIONS
The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operations, services, and activities of a comprehensive information technology program.
Concepts, principles, and practices of information system strategic planning.
Advanced principles and practices of information technology systems and operations.

ORANGE COUNTY SANITATION DISTRICT

CLASS SPECIFICATION

Job Code: 5005
FLSA Status: Exempt
Bargaining Unit: Management
Effective Date: 03/21/07

CLASS TITLE: IT SYSTEMS & OPERATIONS MANAGER   PAGE: 3

Principles of effective communication techniques when interacting with staff and management.
Principles and practices of program development and administration.
Principles of complex network systems security measures, tools, policies and practices.
Theories, concepts, principles, and practices of new and emerging technologies.
Operational characteristics of mainframe and networking systems.
Use, capacity, characteristics and limitations of computer hardware and software.
Principles and practices of budget preparation and administration.
Principles of supervision, training and performance evaluation.
Pertinent federal, state and local laws, codes and regulations.

Ability to:

Manage and direct a comprehensive information technology program.
Function as a visionary and strategic leader in directing the planning, development, and implementation of an information technology strategic plan that ensures an appropriate and effective organizational infrastructure for information technology activities.
Develop strategic and operational plans for control, management, and improvement of information technology capabilities.
Analyze and plan for future information technology requirements.
Research, analyze, and evaluate innovative technologies and techniques.
Design, implement, integrate, test and evaluate automated systems and solutions.
Apply highly complex technical principles and concepts to develop business solutions.
Manage diverse technologies and employees.
Identify and respond to sensitive community and organizational issues, concerns, and needs.
Plan, organize, direct, and coordinate the work of lower level staff.
Develop and administer division goals, objectives, and procedures.
Select, supervise, train, and evaluate staff.
Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
Prepare clear and concise administrative and financial reports.
Prepare and administer large and complex budgets.
Interpret and apply applicable federal, state, and local policies, laws and regulations.
Effectively communicate both orally and in writing with all levels of the organization.
Establish and maintain effective working relationships with those contacted in the course of work.

ORANGE COUNTY SANITATION DISTRICT

CLASS SPECIFICATION

Job Code: **5005**
FLSA Status: **Exempt**
Bargaining Unit: **Management**
Effective Date: **03/21/07**

CLASS TITLE: IT SYSTEMS & OPERATIONS MANAGER   **PAGE: 4**

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, information systems, business administration, or a related field. A Master's degree in a related field is desirable.

Experience:

Twelve years of increasingly responsible information technology systems and operations management experience including four years of managerial responsibility.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Standard office setting with some travel to attend meetings.

Physical: Incumbents require sufficient physical ability to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of a computer keyboard; push, pull, lift, and/or carry light amounts of weight; verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.