



Marina Coast Water District

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INFORMATION TECHNOLOGY ADMINISTRATOR

DEFINITION

Under general direction, plans, organizes, manages, and provides direction and oversight difficult for all programs, projects, and activities of the District's Information Technology function, including managing the District-wide information systems infrastructure, the installation, maintenance, and upgrade of the local area network, required hardware and software, infrastructure, personal computers, and communications systems; makes recommendations for enhancing business processes; administers short and long-range planning activities; manages the effective use of resources to improve organizational productivity and customer service; coordinates assigned activities with other District departments, officials, outside agencies, and the public; fosters cooperative working relationships among District departments and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional assistance to the Director of Administrative Services in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Administrative Services. Exercises no direct supervision over staff. Provides direction and oversight to contractors and consultants, as required.

CLASS CHARACTERISTICS

This is a one-position classification that manages and administers all information technology activities for the District, including short- and long-term planning, development and administration of related policies, procedures, and services. This class provides assistance to the Director of Administrative Services and General Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy and District functions and activities, including the role of an elected Board of Directors and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the assigned function with those of other District departments and outside agencies, and managing and overseeing the complex and varied functions of the assigned area of responsibility. The incumbent is accountable for accomplishing strategic planning and operational goals and objectives and for furthering District goals and objectives within general policy guidelines.

EXAMPLES OF DUTIES (Illustrative Only)

- Plans, manages, and oversees the daily functions, operations, and activities of the Information Technology (IT) function, including the installation, maintenance, and upgrade of IT systems, required hardware and software, infrastructure, personal computers, and communications systems.
- Participates in the development and implementation of strategic plans, goals, objectives, policies, and priorities for the overall IT function; recommends appropriate service levels; develops, implements, and administers policies, procedures, and technical standards for software applications and systems infrastructure.
- Evaluates, develops, tests, and implements application enhancements.
- Participates in the development, administration, and oversight of assigned budgets.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative, and support systems; identifies opportunities and makes recommendations for improvement and enhancements to business processes, software, and data.
- Administers and maintains the District's information technology infrastructure; evaluates, selects, and recommends District-wide computer purchases; develops long-term information systems strategies to plan for and control system upgrades and growth; evaluates and recommends new technologies; and encourages innovation in the utilization and implementation of ideas and techniques.
- Performs project planning, budgeting, and management of systems, applications, and data for all District departments and functions; analyzes and documents existing business processes, makes recommendations for enhancements, and writes appropriate documentation.
- Assesses, analyzes and evaluates cyber security issues and develops policies and procedures to ensure the safety and security of the District's information, data, and access to its systems.
- Performs data reporting, develops ad hoc reports, and resolves system and process issues related to data integrity across all systems.
- Performs special projects as assigned; participates in deliberations to address District operational issues as they relate to information technology.
- Negotiates and administers contracts with private vendors to provide District services.
- Personally resolves information technology system related problems and technical issues or provides direction and oversight to external consultants whose work involves core systems related tasks, as well as network administration.
- Identifies and proposes services projects appropriate for delivery by contractors; negotiates service contracts and computer hardware pricing with vendors; oversees contract preparation and completion of work.
- Provides high-quality internal customer service and performs technical support, installation, maintenance, and repair of computers and other information systems equipment.

- Provides highly complex staff assistance to the Director; prepares and presents staff reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Implements adopted information technology strategic plans, policies, and standards.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in information technology; researches emerging products and enhancements and their applicability to District needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Information technology systems, database management, policies and procedures, including computer networks, personal computers, telecommunications, and other electronic office automation systems.
- Hardware and software characteristics of various computer systems and a general understanding of system features and their integration capabilities.
- Systems design and development process, including requirements analysis, feasibility studies, software design, programming, beta testing, installation, evaluation, and operational administration.
- Basic principles and practices of budget development and administration.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to IT solutions and infrastructure.
- Organization and management practices as applied to the development, analysis, and evaluation of programs and operational needs of the assigned functions.
- Principles and practices of contract administration and evaluation.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned functions.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work. .English usage, grammar, spelling, vocabulary, and punctuation.

- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Organize, manage, implement, and maintain efficient and effective automated systems to ensure the reliability and integrity of the computer infrastructure.
- Manage and monitor complex projects, on-time, and within budget.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

To qualify, a successful incumbent must possess both education and experience, which would provide the required knowledge and abilities. Experience may substitute for education. Minimum requirements to obtain the requisite knowledge and abilities are:

Education:

Equivalent to graduation from an accredited four-year college or university with major coursework in computer science, management information technology, or a related field.

Experience:

Five (5) years of increasingly responsible experience in the development and administration of information technology systems infrastructure, telecommunication systems, and local area networks, including working with and overseeing the work of contractors and vendors.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

FLSA Status: Exempt, not eligible for overtime

Bargaining Unit: Teamsters Local 856