

CARMICHAEL WATER DISTRICT
Classification Specification

Job Class: Information Technology Coordinator
FLSA Status: Exempt
Supervisor: Assistant General Manager
Effective Date: July 1, 2019

Description

Under occasional and/or general supervision, the Information Technology Coordinator plans, organizes, manages, coordinates and directs the computer, telephone, security, communication, and information technology functions and programs of the District; and ensures that the highest quality customer service is delivered to District customers.

Distinguishing Characteristics

This is an ***exempt position*** in the Administrative Services Department performing a full range of duties at a high level of independence. Distinguished from other classes within the department by the level of responsibility assumed, confidentiality, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, by the nature of the public contact made, and the level of experience.

Essential Duties and Responsibilities

The following duties are typical for this classification. Depending upon the assignment, the employee 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. Management retains the right to add, remove, or change duties at any time.

Operation and Maintenance of Information Technology Programs (Department):

- Oversee the daily activity (including but not limited to: hardware and software installation and upgrade; network administration; Internet and intranet management; system security; information systems support in computer operations to include reports, data storage and transfer; District support for telemetry system and treatment plant facilities; and telecommunications).
- Ensure all work performed is completed to District standards.
- Manage outside vendors/consultants for department business operations.
- Ensure efficient and effective implementation, deployment, and ongoing support of software and hardware solutions.
- Develop, read and interpret specifications, bid documents, contracts and program documents.
- Required to be accessible to handle emergencies including: evenings, weekends and holidays by assisting with necessary resources.
- Required to perform in assigned capacity when Emergency Response Plan is implemented.
- Oversee the inspection and maintenance of District assets including: facilities and technology equipment for routine and emergency repair.
- Complete failure analysis and evaluate breakdowns of facilities, equipment, tools, materials, programs and processes and take proactive steps to minimize future failures.
- Research and analyze departmental risk assessment (hot topics: present and future impacts).

Planning:

- Analyze, develop, test, implement, monitor and maintain creative, productive, effective and efficient programs for the District.
- Achieve efficiency through proper planning, organization, scheduling, and direction of program activities, resources, and projects.
- Evaluate, recommend and implement improvements to increase efficiency.
- Research, collect, organize and analyze data.
- Consult with users to determine hardware, software or system specifications appropriate for

position requirements.

Staffing and Training:

- Develop, document, present, lead and manage departmental training.
- Attend, participate, and/or conduct training, meetings, seminars, demonstrations, events and conventions as required (i.e.: including nights and weekends).
- Effectively represent the District/Department in committees and regional groups (i.e.: Safety or Star Committee, JPIA, SAWWA, Chamber, etc.).

Policy:

- Exercise leadership and authority of department within policies, rules and regulations and union contract with tact and efficiency.
- Develop, advise and enforce technology standards and procedures (e.g. network, security, document imaging, hardware, software, communication, etc.).
- Aid and advise in the development and maintenance of policies, rules and regulations, union contract, procedures, standards and other documents with other management/exempt personnel.
- Gain complete knowledge of, carry out, support and comply with all District policies and procedures including: Policy Manual, Management Handbook, Rules and Regulations Manual, Emergency Response Plan, IIPP, Union Contract and District Specification Book.

Compliance:

- Develop, direct, and promote safety training and safety programs and procedures for new and existing employees.
- Comply with District, local, state and federal regulations; and prepare a variety of related reports.
- Research and analyze new legislation and laws and develop/present recommendations regarding areas of potential noncompliance.
- Complete data requests, regulatory filings, and annual reports as required.
- Perform quality control on daily paperwork, prepare reports (i.e.: monthly, quarterly, annually, etc.) and maintain District's departmental records and database.
- Work with consultants on any regulatory/compliance requirements, documents, and reports.

Programs, Projects and Bids:

- Develop necessary reports, RFPs, bids, and specifications for new equipment, materials, contracts, services and assigned projects.
- Create, document and maintain complete and accurate process, procedures, files and records for all projects and programs.
- Manage projects, grants and contracts as assigned.

Budget:

- Develop and prepare the department O&M and PSM budget.
- Manage fiscal year departmental expenditures and budget.
- Develop ongoing repair/replacement analysis of assets and recommend appropriate budget expenditures.

Customer Service:

- Investigate departmental calls, complaints and claims and take necessary corrective action.
- Provide excellent timely customer service.
- Provide Board and staff with support/information on issues of interest to the public or media.

Qualifications

Knowledge of:

- Principles, methods, techniques, objectives and practices of information technology programs (i.e.: hardware and software; network administration; Internet and intranet management; system security; information systems support in computer operations to include reports, data storage and

transfer; District support for telemetry system and treatment plant facilities; and telecommunications, etc.).

- Planning and organizing.
- Policies, rules and regulations, and procedures development.
- Federal, state, county and local regulatory compliance.
- Work safety standards and requirements.
- Project management.
- Budget development and fiscal controls.
- Customer service.
- Professional applications of research and writing skills.
- Operation and maintenance of departmental equipment.
- Operation of standard office equipment, personal computer and software applications for word processing, graphic presentations, spreadsheets, and other job-related software.

Ability to:

- Plan, organize, manage, coordinate, and direct the District's information technology programs and functions.
- Exercise good judgment.
- Effectively manage time and workload to maximize productivity.
- Manage multiple projects simultaneously.
- Organize data, maintain records, and develop reports.
- Develop and manage budgets.
- Analyze situations and make sound recommendations in support of District goals.
- Communicate effectively both orally and written.
- Understand, interpret and apply laws, rules, regulations and ordinances relating to District activities
- Effectively represent the District with the public, community groups, contractors, and other organizations.
- Establish and maintain cooperative working relationships.
- Maintain confidentiality.
- Respond to public, vendor, and co-worker requests in a timely, courteous and effective manner.

Physical Requirements

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.*

- Travel occasionally by airplane conducting District business.
- Travel occasionally by vehicle for District related duties and activities.
- Communicate orally and in writing with District management, co-workers, and the public in one-to-one and group settings.
- Vision and hearing within normal ranges with or without correction.
- Operate a variety of automated office machines (i.e.: personal computer, copier, fax, etc.).
- Regularly use telephone for communications.
- Regularly use electronic devices.
- Typically work in an office environment:

Frequently:

- Sit at a desk/table for an extended period of time.
- Ability to bend (neck and waist), squat, climb, stoop, kneel, crawl, twist, grasp, fine manipulation, push, pull, reach, climb, crouch, balance, stand, walk.
- Operate equipment, stationary machinery and hand tools.
- Lift, carry and move objects up to 50 pounds such as storage boxes, large binders, books, and small office equipment.
- Repetitive use of hands.

- Reach above and below shoulder level.
- Differentiate between and perceive color, sound, and smell.

Environmental and Working Conditions

The environmental and working conditions herein are representative of those an employee encounters while performing the essential functions of this job. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- The performance of this position may occasionally require exposure to job site, distribution and production areas where:
 - Certain areas may require the use of personal protective equipment such as hard hats, safety glasses and hearing protection.
 - May be both indoors and outdoors in all weather conditions with exposure to dust, dirt, water and significant temperature changes between cold and heat; on various types of terrain and footing which may be slippery or uneven; around moving objects or vehicles; in small/tight spaces.
 - May be around machinery with moving parts or stationary equipment; near hazardous chemicals; exposed to fumes/smoke/gases.
- Regularly work in ambient room temperatures, lighting and traditional office equipment as found in a typical office environment.

Education, Experience, and Certification

Required:

- A Bachelor's Degree from an accredited college or university in computer science or closely related field.
- Five (5) full-time years of increasingly responsible professional experience in information technology system administration, computer science, network administration, and related work including three (3) full-time years equivalent to an Information Technology Coordinator with the Carmichael Water District.

Desirable:

- Microsoft Certified Solutions Expert (MCSE) or related certifications

Licenses

- Possess and maintain a valid State of California Class C driver's license.
- Proof of good driving record as evidenced by freedom from multiple or serious traffic violations or accidents for at least two years duration.

License and Certification Maintenance: Employee is responsible to complete the designated number of contact hours (i.e.: continuing education and/or training requirements) and licensing requirements to maintain all required licenses and certifications as a condition of continued employment.

NOTE: *The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria that are performed by most incumbents, but other related duties may be performed. Not all duties listed are necessarily performed by each individual.*