



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## INFORMATION TECHNOLOGY BUSINESS MANAGEMENT TEAM MANAGER

<b>Group-Section:</b> Business Technology Group - Information Technology Section	<b>FLSA Status:</b> Exempt <b>Bargaining Unit:</b> MAPA	<b>Salary Grade:</b> 059 <b>Job #:</b> TM027
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### JOB SUMMARY

Responsible for the preparation and analysis of the section annual budget to include operations and maintenance, capital, operating equipment, contract services, and expenditures; development and monitoring of the Information Technology Section business plan; management of human resource related activities to include selection, training, safety issues, and discipline; oversee information technology records management; management of information technology procurement and contract oversight; development of standards and administration of all Metropolitan pagers and cellular phones; and management of Information Technology Metric Program and execution of all administrative studies. Serves as the business manager for the Information Technology Section.

### OVERSIGHT

**Oversight Received:** Receives direction from the Information Technology Section Manager.

**Oversight Given:** Manages and supervises professionals, paraprofessionals, and administrative support.

### JOB DUTIES

1. Supervises staff including selection, assignment and monitoring of work, coaching, counseling, and performance assessment; determines priorities and aligns work load; reviews work for thoroughness, adherence to applicable standards, and accuracy; assesses employees' competencies and develops training plans; trains subordinates in applicable techniques and methodologies; and ensures staff compliance with applicable health and safety standards and requirements.
2. Provides administrative services to the organization including establishing and tracking organizational goals and objectives; analyzes organizational activities and prepares reports; develops and monitors the budget; evaluates resource needs and may administer professional service consulting contracts; provides input regarding policy and procedures; and reviews and approves time, reimbursement requests, and purchases.
3. Manages the preparation and analysis of the section operation and maintenance and capital budget to ensure compliance with corporate strategic plan and group and section objectives; supervises analysis of cost variance; oversees cost benefit studies; and reviews monthly cost reports.
4. Manages the development, tracking, and reporting of performance measures for the section; and develops and implements customer satisfaction feedback mechanisms, tracks results, identifies areas for improvement, and coordinates process improvement initiatives.

5. Assists in the development of the annual business plan for the section; and oversees the reporting of the section business plan and quarterly updates of the business plan.
6. Provides other administrative services such as drafting board letters and presentations; managing contracts and software agreements; tracking recruitment and performance evaluation activities; overseeing purchasing activities; and overseeing electronic records management.
7. Leads staff in development of organizational vision, strategies, goals, and objectives for customer support and service; plans, develops, and approves schedules, priorities, and standards for achieving organizational goals; and reviews and reports on status of all organizational activities.
8. Manages the technology selection and administration of pagers for all of Metropolitan.
9. Manages the technology selection and administration of cellular telephones for all of Metropolitan.
10. Meets with key customers to work on projects and initiatives and supports applicable customer satisfaction feedback mechanisms.
11. Performs other related duties as required.

## **EMPLOYMENT STANDARDS**

### **MINIMUM QUALIFICATIONS**

**Education and Experience:** Bachelor's degree from an accredited college or university and eight years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory, or lead capacity; or an advanced degree from an accredited college or university and six years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory, or lead capacity.

**Required Knowledge of:** Management and supervisory methods and techniques; principles of organizational and strategic planning, budgeting, cost monitoring, and accounting; report writing; team building; contract administration; project management including planning, scheduling, and costing; personnel management practices; practices and principles of strategic planning; performance measurement tools and metrics; policies and procedures related to budget, procurement, contract administration, human resources, and other business activities; working knowledge of information technology disciplines and concepts; pager and cellular telephone technologies; and customer service and business management.

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**Required Skills and Abilities to:** Manage a diverse work force; resolve organizational and resource problems; perform financial analysis; plan, organize, and evaluate the work of subordinates and/or project team members; mentor, develop, and motivate staff; determine training needs of staff; review work products for detail and adherence to guidelines; encourage and facilitate cooperation; establish and maintain collaborative working relationships with all levels within the organization, other agencies, special interest groups, and the public; use business and project management applications and methodologies; communicate orally and in writing on administrative and technical topics; negotiate and build consensus; exercise judgment and discretion; devise long-term planning strategies; prepare reports and presentations for all levels of management; interpret and analyze results; interpret policies, rules, and regulations relative to the section and group; and represent Metropolitan on various business transactions as needed.

## **CERTIFICATES, LICENSES, AND REGISTRATIONS REQUIREMENTS**

### **Certificates**

- None

### **Licenses**

- Valid California Class C Driver License

### **Registrations**

- None

## **DESIRABLE QUALIFICATIONS**

None

## **PHYSICAL DEMANDS/WORK ENVIRONMENT**

The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered 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 functions.

**Physical Demands:** The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as paper, books, or small parts; driving an automobile, etc. No special physical demands are required to perform the work.

**Work Environment:** The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated. May travel to various sites requiring overnight stay.

**Vision Requirements:** No special vision requirements

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