



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

INFORMATION TECHNOLOGY INFRASTRUCTURE UNIT MANAGER

Group-Section: Business Technology Group - Information Technology Section	FLSA Status: Exempt Bargaining Unit: MAPA	Salary Grade: 068 Job #: UM016
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JOB SUMMARY

Responsible for managing and supervising all infrastructure development, administration and Project Management functions. Areas of responsibility include long-range planning for the unit; managing infrastructure architecture and design; managing operations of voice and microwave communication systems, data network infrastructure, database management, data center operations, and server systems; advising business units on emerging and established technologies to support business needs; and aligning technology with strategic plans and business unit needs.

OVERSIGHT

Receives direction from the Director of Information Technology.

Manages and supervises a staff of managers, professionals, technicians, paraprofessionals, and administrative support.

JOB DUTIES

1. Coordinates strategic and operational development of network, server, and voice and microwave communications infrastructure and data center operations; coordinates database development and administration; participates in the Information Technology strategic planning process; and develops and implements standards for network architecture and engineering, database systems, and communication systems.
2. Manages all activities relating to the design, installation, implementation, and administration of network, server, and communication infrastructure, database administration, and data center operations; evaluates existing and emerging technology to define standards and introduce new and enhanced technology solutions; and analyzes technical information to maintain abreast of current technology advances and potential applicability to district needs.
3. Meets with business units to discuss business and technology needs and identify technology solutions; and recommends acquisition of technology to enhance business unit needs.
4. Develops, implements, and manages programs and services to ensure availability and reliability of databases, network, server and communications infrastructure and data center operations.
5. Plans, directs, and manages the assessment of user requirements, feasibility, technical direction, cost projections, benefit analysis, schedule, and scope of a wide variety of Information Technology infrastructure projects.

6. Manages through program and project managers all Information Technology infrastructure projects; and monitors project budgets, schedules, and milestones and establishes tracking systems to ensure effective use of resources and compliance with procedures.
7. Participates in selection of contractors and consultants; and manages contracts.
8. Evaluates existing and emerging technology to define process standards and introduce new and enhanced technology solutions; analyzes technical information to maintain abreast of current technology advances and potential applicability to Metropolitan needs.
9. Leads staff in development of unit vision, strategies, goals, and objectives for customer support and service, deployment of technology and other unit activities that support Information Technology strategies and Metropolitan business needs and are consistent with industry best business practices; and plans, develops, and approves schedules, priorities, and standards for achieving unit goals.
10. Oversees and participates in the development and administration of the annual operating and capital budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments; authorizes purchases; and evaluates and approves bids for consultants and service contracts.
11. Selects and assigns staff ensuring compliance with all hiring and promotion policies and procedures; responds to employee grievances and concerns; coaches and mentors employees; prepares, reviews, and approves performance evaluations; identifies employee development and training requirements; and develops staff recognition programs.
12. Serves as project team member and/or team leader for major projects with major business unit or district-wide implications to ensure successful completion of project plans.
13. Performs other related duties as required.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

Education and Experience: Bachelor's degree from an accredited college or university and twelve years of increasingly responsible relevant experience, of which four years must have been in a management or supervisory position; or an advanced degree from an accredited college or university and ten years of increasingly responsible relevant experience, of which four years must have been in a management or supervisory position.

Required Knowledge of: Database management and administration, telecommunication design and administration, data network architecture and administration, enterprise and network server design and administration, data center operations, and web technology; capacity and resource planning principles and systems; principles, practices, and methodologies of project management; principles of resource management; customer relationship management; current business and organizational management theories and practices; public sector personnel practices and regulations; financial and budgeting practices and procedures; management and supervisory concepts and techniques; team building; budgetary concepts and procedures;

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relevant federal, state, and local laws; negotiation techniques; contract administration; and industry trends and emerging technologies.

Required Skills and Abilities to: Manage a diverse work force; plan, organize, and review the work of subordinates; review work products for detail and adherence to guidelines; encourage, and facilitate cooperation; mentor, develop, and motivate staff; determine training needs of staff; exercise judgment and discretion; interpret and analyze information; communicate orally and in writing on administrative and technical topics; write, edit, and review action plans, and reports; research, evaluate, and implement new and emerging technologies; manage development of major applications and systems; evaluate total cost and return on investment for technology solutions; represent Metropolitan to public agencies, special interest groups, and members of the public; represent Metropolitan in negotiations with vendors; establish and maintain collaborative working relationships with all levels within the organization and use business applications; and prepare and make presentations on technical issues to peer forums, executive management, Board of Directors, member agencies, and regulatory agencies.

Certificates, Licenses, and Registrations Requirements

Certificates

- None

Licenses

- Valid California Class C Driver License

Registrations

- None

DESIRABLE QUALIFICATIONS

None

PHYSICAL DEMANDS, WORK ENVIRONMENT AND VISION REQUIREMENTS 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. The work environment may include some exposure to outside elements. May travel to various sites requiring overnight stay.

Vision Requirements: No special vision requirements

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