INFORMATION TECHNOLOGY SERVICE MANAGER

Group-Section: Information Technology Group	**FLSA Status:** Exempt	**Salary Grade:** 64
	Bargaining Unit: MAPA	**Job #:** PM032

JOB SUMMARY

Responsible for analyzing the business processes, practices, and needs of Information Technology (IT) customers, research trends in IT and different functional areas, prepare strategic and tactical plans for effective delivery of technology solutions, establish effective procedures and standards that ensure effective, cost competitive, and efficient delivery of IT services that meet customers' expected outcome. Lead day-to-day IT operational activities and coordinate continuous improvement efforts in support of District business community. Implement IT Service Management (former Information Technology Infrastructure Library) guidelines.

OVERSIGHT

Supervision Received: Receives direction from a Unit, Section, and/or Group Manager.

Supervision Given: May exercise technical and functional supervision over assigned and matrixed staff.

JOB DUTIES

1. Defines a comprehensive Information Technology service catalog for different business areas and services.

2. Provides guidance to IT Team Managers for the development of Service Level Agreements with customers and Operational Service Agreements with service support teams (IT infrastructure).

3. Defines change procedures and workflows for different IT systems (including but not limited to IT work request, request impact analyses, design, development, testing and deployment).

4. Develops, evaluates, and enhances, and tests change management practices through the Change Management Process, from planning through approval to implementation. Review change plan and ensure its adherence to standards.

5. Analyzes and recommends practices and tools for service management, including change request status monitory tool (DevOps).

6. Defines standards for software development, to ensure effective handling of run time errors and ensure graceful degradation in performance and soft landing for applications.

7. Participates in the Change Management Board (CMB) to review the approval changes process across the organization, including CMB approval process, test scripts, analysis of test results, and regression test scenarios.

8. Manages the service/customer support processes, and takes responsibility for the entire incident management process.

9. Ensures efficient management of support tickets through Service Desk. (Tier 1/Tier 2)

   a. Tier 1: Function as first point of contact for incidents and service requests from end users.
   Appropriately categorize, prioritize and escalate incidents and service requests, which they cannot resolve.

   b. Tier 2: Troubleshoot and resolve incidents escalated from Tier 1.

   c. Track incidents escalated to other IT Teams by Service Desk.

10. Provides management leadership and coordination of incidents that involve interruption or failure of services as network, power or servers.

11. Ensure proper follow-up and resolution of issues and responses to service requests for problems, which could cause large-scale or high profile outages. Ensure that interruption of services is adequately documented in sufficient detail, including information about the nature and cause of the outage, a detailed description of steps that have been take to restore service. Prepare analyses and reports about responses to service requests, including detailed documentation of steps that were taken.

12. Oversee planning and implementation of large and complex IT strategies as IT service management, mobile technology, cloud computing and business intelligence.

13. Review, validate, approve, and cosign contracts between cloud solution vendors and MWD's business Units.

14. Verify and approve customer provided list of applications to be included on the District's disaster recovery list.

15. Responsible for Data Center and Disaster Recovery Center relocation.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

Education and Experience: Bachelor's degree from an accredited college or university and ten years of increasingly responsible relevant experience, of which four years must have been in a project management or lead position; or an advanced degree (i.e., master's or doctorate) from an accredited college or university and eight years of increasingly responsible relevant experience, of which four years must have been in a project management or lead position.

Required Knowledge of: IT Service Management best practices, (e.g., water operations and optimization; business and enterprise applications; IT network, servers administration and information security); team building; financial, budgetary, procurement, and accounting concepts, policies, procedures, and practices; relevant federal, state and local laws; negotiation

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techniques; contract administration and management; trends and emerging technologies in assigned program areas; supervisory methods and techniques; principles and practices of project management including planning, scheduling, and costing; personnel management practices; practices and principles of strategic planning; performance measurement tools and metrics; data center administration;; Microsoft and UNIX operating systems; Oracle and other database management system and principles of their administration, distributed systems model, software development methodologies; application programming; infrastructure component fundamentals including hardware, software, operating systems, and local and wide area networks; principles of computer operations, and application development and support; principles of system development life cycle (SDLC); principles of resource management; industry trends and emerging technologies; cost/benefit analysis; statistical analysis; risk management; and matrix management.

Required Skills and Abilities to: Manage diverse, multidisciplinary project teams; plan, organize and review the work products of subordinates for quality, details and adherence to guidelines; interface with management and staff across the organization; encourage and facilitate cooperation; mentor, develop and motivate staff; determine training needs of staff; exercise judgment and discretion; analyze problems, evaluate total cost and return on investment for technology solutions, identify alternatives and implement recommendations; communicate orally and in writing on administrative and technical topics; represent the District in negotiations with vendors; represent the District to public agencies, regulatory bodies, special interest groups and members of the public; establish and maintain collaborative working relationships with all levels within the organization, other agencies, regulatory agencies, special interest groups and the public; use business applications such as word processing and spreadsheets; prepare and make presentations for board of directors, executive management, all levels of the organization, member agencies, and the media; make decisions and take risks; track changing processes; reason with opposite opinions; implement the most feasible solution and take responsibility for it; encourage and facilitate cooperation; exercise judgment and discretion; interpret and analyze results; ; serve as subject matter expert in business continuity.

CERTIFICATES, LICENSES, AND REGISTRATIONS REQUIREMENTS

Certificates
- None

Licenses
- Valid California Class C Driver License that allows you to drive in the course of your employment

Registrations
- None

DESIRABLE QUALIFICATIONS
- None

PHYSICAL DEMANDS, WORK ENVIRONMENT AND VISION REQUIREMENTS

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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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