

MAJOR FUNCTION

This is managerial, professional, supervisory and technical work directing the staff and resources dedicated to business & technology development implementation and maintenance of underground Utilities, Solid Waste, Electric, Star Metro, Utility Services and Fleet. The incumbent determines requirements for comprehensive information system needs and through project managers, coordinates and directs appropriate technological solutions to support and advance core business practices in the designated areas. Work is performed under administrative direction of the Director-Technology and Innovation or designee with considerable latitude for the use of independent judgment, discretion and initiative in carrying out the daily operations. Work is reviewed by observation of results obtained, periodic reports and conferences.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Oversees development, evaluation and implementation of a strategic plan for improved internal and external customer service and streamlined business processes through leveraging of comprehensive GIS, information and technology solutions. Provides direction to project managers on the research, evaluation, installation and maintenance of existing and upcoming technical directives (including, but not limited to customized development, mobile work management, facility-based asset management, GIS, integration with Enterprise Resource Planning (ERP) systems such as financial or customer management applications, automated vehicle tracking, project management, data warehousing, instrumentation, controls and data-based performance management). Plans, trains, supervises and directs activities and employees assigned to the Technology Development, Geographic Information System (GIS) and Supervisory Control And Data Acquisition (SCADA) units supporting the water, wastewater, gas, and stormwater utilities. Insures that assigned areas meet or exceed all business and technical compliance requirements established by internal and external regulatory agents. Serves as liaison between the assigned areas, ISS and other City departments, state, local, and private agencies that have interests in the operations of the departments' technology and business operations. Works with the appropriate administrative staff to develop and administer operating and capital budgets dedicated to business and technology development in assigned areas. Recommends the hiring, transfer, promotion, grievance adjustment, discipline and discharge of employees. Conducts performance evaluations and recommends approval or denial of merit increases. Performs related work as required.

Other Important Duties

Serves as member of the strategic management team for areas of responsibility. Keeps abreast of general and specific developments, improvements and innovations in area(s) of responsibility and employs enhancements, as appropriate. Seeks out and provides opportunity for staff development through training. Serves on ad hoc teams and committees to represent interests and points of view of assigned areas. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Knowledge of the core business operations of Underground Utilities, Solid Waste, Electric, Star Metro, Utility Services and Fleet. Technical and/or functional knowledge of a variety of technical applications, including but not limited to, enterprise level applications for handling financial or customer information, relational databases such as MySql or SqlServer, asset management applications, work management systems, application servers, and/or utility modeling applications. General knowledge of the regulatory requirements associated with environmental regulations and/or regulations associated with water, electric, fleet, transit or gas utilities. Knowledge of applicable data

privacy and other compliance requirements. Knowledge of principles and practices of mapping, coordinate systems, projections and scale. Knowledge of digital geographic information and associated applications and how that information can be utilized in a utility environment. Ability to plan, train, schedule, and review the work of subordinates in a manner conducive to full performance and high morale. Ability to analyze a variety of technical materials and develop recommendations. Ability to implement projects, including custom application development, vendor-based software purchasing and deployments, and system integration. Ability to understand financial statements and technology issues; and make sound business decisions based on this data. Ability to express oneself clearly and concisely, both orally and in writing. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to communicate ideas in both technical and user-friendly language. Skill in strategic planning. Highly developed skill in the use of microcomputers and the programs and applications necessary for successful job performance. Possess management style and values consistent with the City's mission and values.

Minimum Training and Experience

Possession of a bachelor's degree in computer science, geographic information science, planning, geography, engineering, business, or public administration or a field related to the aforementioned areas; and five years of professional experience that includes utility related business process development, application development, vendor associated application implementation, or geographic information systems; or an equivalent combination of training and experience. Two years of the required experience must have been in a supervisory capacity.

Necessary Special Requirement

Possession of a valid Class E State driver's license.

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03-27-20