



Information Systems Manager

Department: Human Resources
FLSA Status: Exempt
Salary Grade: 44

SUMMARY DESCRIPTION

Under policy direction of the Director of Human Resources & Administrative Services, Incumbent is responsible for planning, organizing, directing, presenting and implementing Padre Dam-wide programs and services related to its Information System needs such as utility billing, financial systems, business solutions, Local Area Network and Wide Area Network (LAN/WAN) based hardware and software systems, and other applications used by multiple departments. Duties include: supervising staff; updating, implementing and monitoring Padre Dam's Information Systems Strategic Plan; advising and interfacing directly with Padre Dam staff, Management Team and Board of Directors; reviewing, analyzing and implementing system upgrades; assuring technical support for SCADA system; providing safeguard systems to protect electronic equipment and data; supplying needed staff, resources and training to all users; monitoring computer user compliance with Information Systems policy; managing consultants, hardware and software contracting and Information Systems license agreements; preparing division's budget; performing project management tasks; and other duties as assigned.

ESSENTIAL DUTIES

1. Supervises staff to include: assisting with goal setting, assigning and monitoring work, training or ensuring staff are trained, setting performance standards, conducting performance evaluations, resolving conflicts, coaching staff, making hiring, discipline and termination recommendations, and reviewing time sheets.
2. Oversees Information Systems Department, including assignment of staff to projects and timing of purchases of hardware and software to meet Padre Dam requirements and needs in a cost effective and efficient manner within budget parameters.
3. Coordinates with other management staff at Padre Dam to plan for future needs and to discuss current issues.
4. Performs analysis and provides alternative scenarios in project management
5. Updates Information Systems Strategic Plan to assure Padre Dam's future needs and upgrades are analyzed, planned and budgeted.
6. Annually reviews, updates and proposes any changes to Information Systems policy. Presents changes to impacted departments, employee organizations and Board of Directors.
7. Oversees Padre Dam's Information Systems training program, including scheduling of training on new systems, preparation of procedural manuals and facilitation of individual training requests.

8. Monitors computer usage and assures compliance with Information Systems policy. Reports issues and problems to appropriate department head and Human Resources.
9. Reviews, analyzes and implements upgrades to Padre Dam Information Systems including safeguard systems to protect electronic equipment and data, e-mail systems and telecommunications.
10. Manages Information Systems consultants, hardware and software contracts and Information Systems license agreements.
11. Makes presentations to staff and Board of Directors on Information Systems issues, including preparation of agenda items.
12. Creates and is responsible for Information Systems budget, including submission and compliance.
13. Performs other duties of a similar nature or level.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

1. Virtualized Computing environments
2. Server – Client Computing environments
3. ERP Business systems
4. Productivity programs such as Excel, Word, Access;
5. Cloud computing and Software as a Service(SaaS)
6. Project management tools.

Skills/Abilities:

1. Strong writing skills with the ability to effectively communicate in writing thoughts, ideas, recommendations, etc.
2. Ability to effectively utilize project management skills in performing the tasks of the position.
3. Monitoring and evaluating staff;
4. Resolving problems;
5. Preparing budgets;
6. Developing and managing project budgets, tracking time for internal project resources;
7. Ability to evaluate current and future systems and needs;
8. Training users on how to use hardware and software;
9. Writing procedural manuals;
10. Setting up, installing and configuring hardware and software;
11. Using computers, peripherals and specialized software applications such as Windows software, Windows AD environments, Virtualization tools.
12. Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Training/Experience Required:

1. Bachelor's Degree in Computer Information Systems or related field and at least five years experience working in computer-related positions with various operating systems, ERP software experience ; or,
2. An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements:

1. Valid California Driver's License.

Safety Priorities:

1. Knowledge of general office and field safety, proper reporting of safety violations, accidents and injuries.
2. Completes required and assigned safety and training assignments in a timely manner.
3. Understands proper lifting techniques.
4. Has the ability to work in a safe and efficient manner.

Physical Requirements:

1. Positions in this class typically require: stooping, kneeling, crouching, crawling, reaching, sitting, walking, lifting, keyboarding, grasping, feeling, talking, hearing, seeing and repetitive motions.
2. Incumbents may be subjected to moving mechanical parts, electrical currents and extreme temperatures.
3. Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Classification History:

Date: 8/04; 9/06, 01/13, 03/22