

CITY OF GLENDALE

TITLE: Utilities Technology Manager CLASS CODE: 947

REPORTS TO: Utilities Director GRADE: 33

DEPARTMENT: Utilities FLSA: E

JOB SPECIFICATION DATE: July 1, 2005 bwg

JOB SUMMARY:

Plans, directs, coordinates, and monitors all activities related to the development, operation, and maintenance of the computer based water control system. Manages the electronic data collection and maintenance for the Utilities Department.

ESSENTIAL FUNCTIONS

1. Plans, directs, coordinates, and monitors all design, construction operation and maintenance activities related to the System Control and Data Acquisition (SCADA) network in the Utilities Department
2. Manages the maintenance and consultants contracts including pay requests, and monitors consultant and contractor performance.
3. Supervises the acquisition, analysis and maintenance of water system data to maximize system efficiency.
4. Develops and implements comprehensive plan, strategies for the development and application of the Utility Departments automation and computerization.
5. Serves as system administrator for the Supervisory Control and Data Acquisition (SCADA) system; performs operational duties including but not limited to controlling systems database enhancements, systems security for users, tape libraries, maintenance of system, backup, transfer, and shutdown procedures.
6. Provides managerial and technical guidance for the Utility Department.
7. Oversees the analysis and design of new systems and system maintenance needs; prepares technical and design specifications.
8. Manage, develop and maintain current documentation on all computer related technology to include, but not limited to automation standards, network diagrams, process control diagrams, software documentation, user documentation, operational manuals, and other documentation as appropriate.
9. Coordinates department programming, telecommunications, and training needs; serves as liaison with other departments, vendors and consultants.
10. Researches and recommends expenditures of departmental funds for hardware, software and training needs; monitors maintenance contracts and consultants performance; administers contracts for payments to consultants.
11. Supervises subordinate technical and clerical employees; conducts performance reviews; recommends the hiring and termination of staff.
12. Troubleshoots, tests, evaluates, installs, monitors, maintains, diagnoses, tests, analyzes and performs corrective steps to resolve problems with network communications, software and hardware.
13. Designs systems logic, analyze and debug system program problems; operates all computer equipment to assist software vendors with problem resolution.

14. Monitors installation of new and updated versions of software, coordinates installation of all new hardware and data communications equipment.
15. Ensures the Utilities SCADA network meets all current and future security requirements of the federal and state authorities.
16. Establishes user categories with appropriately controlled access to system resources and trains users to operate PC and SCADA network systems.
17. Establishes procedures for and oversees back up, archiving of data recovery, disk management and disaster recovery duties.
18. Monitors and evaluates system performance, maintenance requirements, expansion needs.
19. Establishes user categories with appropriately controlled access to system resources; trains users to operate system facilities.
20. Coordinates with and follows the policies of the Information Technology Department to develop and monitor appropriate security features to safeguard city infrastructure.

SECONDARY FUNCTIONS:

17. Consults with Information Technology Department, department heads and other city staff to provide direction and input to, and coordination of, programs involving computer and office technologies.
18. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

SCADA automation, data processing and word processing equipment, principles and practices, public administration principles and practices, analysis and research techniques, methods and procedures.

Telemetry systems, data communications, data acquisition and process control.

Computer operations and the concepts of operating systems, utilities and application software.

Windows 2003 operating system, active directory, and SQL server databases.

Ethernet based PLC's.

Capabilities, limitations, and functional applications of information technology methods and equipment.

Information technology systems design and programming.

Research techniques, methods, and procedures.

Systems analysis, development, planning, and documentation methods and standards.

Data base organization, access, and retrieval techniques.

Project management and organization.

Modern office practices and procedures, including equipment utilization.

Information technology management.

Ability to:

Develop and monitor a budget.

Troubleshoot and resolve routine software, hardware and network problems.

Organize and conduct basic training classes for non-technical users.

Develop and update procedure and operational manuals.

Train non-technical users.

Utilize application software and utilities to perform analyses, generate reports, sort and categorize data, etc.
Supervise, train, and develop employees effectively.
Monitor and review programs and determine their effectiveness.
Communicate effectively verbally and in writing.
Establish and maintain effective working relationships with city staff.
Prioritize work processes and projects
Conduct research; analyze findings; prepare and present recommendations to management.
Communicate clearly both verbally and in writing.
Establish and maintain effective working relationships with city staff.

WORKING CONDITIONS:

Office setting.

MINIMUM QUALIFICATIONS:

Bachelor's Degree in Computer Science, Information Management Systems or Engineering and five years of work experience in information systems including two years of supervisory or management experience, SCADA system and utility experience highly desirable. Any equivalent combination of training and experience, which provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS:

None.