

COLUMBUS CITY UTILITIES
JOB DESCRIPTION
October 2018

Department: Information Technology

Position: Manager of Information Technology

Reports To: Manager of Finance & Business Operations

Supervises: IT Specialists

Status: FLSA Exempt, Full-Time

Deadline for applications: December 7, 2018 (Interviews will begin immediately)

Salary Range: \$53,003 - \$79,504

Education

Bachelor's degree in Information Technology, Computer Science or related field or comparable experience required.

Certifications

Certification additions: MCTS (Microsoft Certified Technology Specialist), CompTIA Security+, CompTIA Network Certification+ would all be a plus.

Position Summary

The position is responsible for managing the Information Technology Department for Columbus Utilities. It is also responsible for the administration of the Utilities Local Area Network, Wide Area Network and Internet Connection. The IT Manager will report directly to the Manager of Finance and Business Operations and will be a critical part of the Utilities leadership team.

Essential (primary) Duties

Responsible for developing and implementing the Columbus Utilities' information technology strategy and regularly updating with the advent of new technologies.

Responsible for managing a staff of hardware, software, training and communication professionals.

Responsible for ensuring effective computer training of all Columbus Utilities employees.

Responsible for keeping up-to-date on technological advances such as the internet, office productivity applications, geographic information systems, financial management, database management, LAN applications and media communication capabilities.

Responsible for telecommunications system for Columbus Utilities including phone system operation and maintenance, automated receiving and calling, pay-by-phone, voice mail, staff directory, system security and other voice and data communication systems.

Responsible for cybersecurity of Columbus Utilities to protect internet-connected systems and information--including hardware, software and data--from cyberattacks.

Serves as liaison between Columbus Utilities and other computer staff throughout the City.

Serves as liaison between suppliers and users related to computing concerns that arise, including software and hardware needs. Troubleshoots in-house software.

Oversees all computer aspects of billing and accounting in Columbus Utilities.

Coordinates implementation of technology and information resources, including customer information systems, Geographic Information Systems, networks, databases, in house software, and all computer hardware and software including but not limited to HRIS, TylerMUNIS payroll and Human Resources software.

Coordinates the interaction of GIS, asset management, inventory management, work order management, SCADA and other software products with Utility billing and customer information systems.

Coordinates special projects that require the incorporation of electronic information for Columbus Utilities.

Makes recommendations on software and hardware purchases.

Directs development, maintenance and enhancement of intranet and public internet website at Columbus Utilities.

Assures Columbus Utilities compliance with data record retention schedules; permissions are granted only as approved by the Director or Manager of Finance & Business Operations to Utility software

Assists in preparation of computer budget for Utilities.

Takes all reasonable steps to maintain a safe work environment.

Other Duties

Performs duties of other IT personnel in their absence.

Performs related duties as assigned.

Skills and Experience Requirements

- Eight years of Information Technology experience required, with at least two years as a department head, manager or supervisor.

- Experience managing two or more employees.
- Experience working at the Director level on IT related strategies.
- Experience with communicating and interacting with senior management outside of IT.
- Ability to work in a fast-paced and fast-changing environment.
- Ability to work in a team environment and get feedback and design ideas from peers, subordinates and management.
- Experience leading cross-functional teams and projects.
- Experience with Microsoft Windows 2008 & 2012 Server and above and Active Directory.
- Experience with MS SQL and other database technologies required.
- Experience with Microsoft desktop technologies (Windows/Office 2016, 365 and Win 10).
- Experience with Internet based technologies and applications.
- Experience designing/maintaining company wide network infrastructures.
- Cloud management experience would be a plus.
- Proven success as a project manager in complex environments is required.
- Ability to work overtime when necessary.
- Experience managing within an assigned budget.
- Ability to transform user requirements into IT projects.
- Experience coaching employees on career development and training.
- Ability to effectively communicate to IT personnel and end-users.
- Experience interfacing with and managing vendors.
- Experience with VMWare and virtual servers a plus.
- Defend systems against unauthorized access, modification and/or destruction.
- Monitor network traffic for unusual activity.
- Educate utility personnel on safe use of internet, email, and other electronic communications and devices.
- Develop and update business continuity and disaster recovery protocols.
- Conduct security audits and make policy recommendations.
- Oversee PC and network upgrades, repairs, and maintenance.
- Construct and lead classes on use of various Microsoft office products for elementary and advanced students.

Other Requirements:

Ability to work with and train staff in communication tasks.

Thorough knowledge of computer operations and telecommunication technologies.

Ability to effectively communicate with City employees and members of the public in a courteous, tactful, and professional manner.

Ability to direct, supervise, and evaluate the work of subordinate staff.

Residency:

Must reside in Bartholomew County or adjoining county within six (6) months of employment. This position is subject to the City's Drug and Alcohol Free Workplace Program which includes:

pre-employment testing, post-accident testing, reasonable suspicion testing, return-to-duty testing and follow-up testing.

Licenses: Must have a valid Indiana Driver's License and maintain at all times. Must have a good driving record, sufficient to be covered by city insurance while on duty.

Note: This job description is intended to provide a general overview of typical general duties as well as the complexity of the work to be performed by this staff member. It is not intended as an exhaustive list of all duties, responsibilities, or specific tasks required of this person.

This position is also subject to the City's Drug and Alcohol Free Workplace Program, which includes pre-employment testing, post-accident testing, reasonable suspicion testing, return-to-work testing and follow-up testing.

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