Enterprise Information Technology Manager

SALARY:	$50.32 - $69.20 Hourly $104,675.00 - $143,928.00 Annually
OPENING DATE:	05/24/18
CLOSING DATE:	Continuous
DESCRIPTION:	

ANAHEIM OWNED. ANAHEIM FOCUSED.

As Orange County's only publicly-owned water and electric utility, Anaheim Public Utilities has provided its residents and businesses with low rates and reliable service for more than 100 years.

The **City of Anaheim Public Utilities Department** seeks a dynamic **Enterprise Information Technology Manager** to manage and oversee information technology programs and activities of the department. The Enterprise Information Technology Manager will oversee and manage the technology assets of the department, developing the vision of customer-centric projects such as web design/portals, customer interfaces, and ensuring the integrity and security of the data and systems.

Candidates must possess at least four years of progressively responsible large-scale information systems administration experience, which includes two years of technical project management experience and one year of administrative and/or lead supervisory experience, supplemented by a Bachelor's degree from an accredited college or university with major course work in Information Technology, Computer Science, Business Information Systems, or a related field. An equivalent combination of experience and education sufficient to perform the essential job functions and provide the required knowledge and abilities is qualifying.

ESSENTIAL FUNCTIONS:

The following functions are typical for this classification. Incumbents may not perform all of the listed functions and/or may be required to perform additional or different functions from those set forth below to address business needs and changing business practices.

Manage the organization, staffing, and operational activities for information technology programs and activities; provide guidance and support for the acquisition of technology solutions that provide specialized services and programs to residential, commercial, industrial, and internal customers.

Identify department's short-term and long-term technology needs; develop and execute information technology products/service strategies and plans.

Establish operational standards for managers and teams of professionals to achieve strategic and operational objectives.

Apply broad knowledge of City product and service capabilities to identify new and emerging technologies that improve service delivery methods; identify resource needs; review with appropriate

management staff and implement improvements.

Implement policies and define strategies to achieve information technology goals and objectives; analyze long-term impact of new or anticipated strategies and decisions.

Provide day-to-day administrative direction and oversight of key enterprise technologies and information systems and general support activities; assign work activities and projects; monitor workflow; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.

Participate in the selection of personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

Manage the department technology budget, operational plans and performance standards; meet budgetary goals and objectives.

Maintain an inventory of applications used by the department to provide operational and customer support.

Perform complex cost/benefit analysis, workflow analysis and research and provide logical and sound recommendations; develop a framework for acquisition of equipment, software and resource needed to meet customer service objectives.

Develop operating procedures and documentation for major applications; facilitate work teams responsible for documentation and flowcharting business processes; evaluate process efficiencies and recommend alternatives where appropriate.

Facilitate communication between staff, management, vendors, and others; share highly complex information related to information systems and software.

Ensure platform compatibility and consistency; manage all internal department acquisitions of technology and telecommunications solutions including the proposal, contract negotiation, and implementation planning processes; ensure that hardware and software acquisitions are consistent with department and City information strategy and direction.

Administer contracts and agreements with vendors providing hardware, software and related services to the department; coordinate and evaluate work performed by vendors and contractors; approve payments for products and services; resolve vendor performance issues.

Conduct research to determine feasibility of new customer programs and services through technology and telecommunications; develop and present optional programs to customers for their consideration and approval.

Read, interpret, and write functional, technical and contractual specifications and legal requirements for new systems or enhancements to existing systems.

Prepare a variety of reports and documents relative to enterprise technology operations for City Council review.

Provide professional staff assistance to management; prepare and present staff reports and other correspondence as appropriate and necessary.

Attend and participate in professional group meetings; maintain awareness of new trends and developments in the field of information technology; incorporate new developments as appropriate into programs.

Perform related duties as required.

QUALIFICATIONS:

Experience and Education: Four years of progressively responsible large-scale information systems administration experience, which includes two years of technical project management experience and one year of administrative and/or lead supervisory experience, supplemented by a Bachelor's degree from an accredited college or university with major course work in Information Technology, Computer

Science, Business Information Systems, or a related field. An equivalent combination of experience and education sufficient to perform the essential job functions and provide the required knowledge and abilities is qualifying.

Knowledge of: Operational characteristics, services, and activities related to information systems architecture; techniques to assess and manage risk associated with the integrity of enterprise systems and its data; contract negotiation and administration techniques; principles of cost/benefit and workflow analysis; computer systems design and system analysis techniques; utility customer relations principles and marketing strategies; network architecture and system security; principles of strategic and long-range planning; budget preparation and control; principles of supervision, training, and performance evaluation; principles and procedures of record keeping; business letter writing and report preparation; office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases; pertinent federal, state, and local laws, codes, and regulations.

Ability to: Analyze Information technology security requirements, architecture, and system designs to optimize system performance; coordinate and direct information services programs; select, manage, train, and evaluate staff; manage projects and teams; identify technology solutions and recommend and implement goals, objectives, policies and procedures; understand the organization and operation of the department and outside agencies; understand, interpret, and apply general and specific administrative and departmental policies and procedures, and applicable federal, state, and local policies, laws, and regulations; participate in the preparation and administration of assigned budgets; plan and organize work to meet changing priorities and deadlines; effectively represent the department to outside individuals and agencies to accomplish the goals and objectives of the unit; work cooperatively with other departments, City officials, and outside agencies; respond tactfully, clearly, concisely, and appropriately to inquiries from internal and external customers on sensitive issues; administer, monitor, develop, negotiate and coordinate complex contractual agreements; compile complex data, conduct analyses, interpret results and recommend solutions; coordinate and prioritize multiple and competing work projects; develop and present programs to City staff; adapt to changing technologies and learn functionality of new equipment and systems; interpret and explain department policies and procedures; prepare clear and concise reports; communicate clearly and concisely, both orally and in writing; and establish and maintain effective working relationships with those contacted in the course of work.

License/Certification Required: Possession of an appropriate, valid driver's license.

SUPPLEMENTAL INFORMATION:

IMPORTANT APPLICATION INFORMATION AND INSTRUCTION

Applications will be accepted on a continuous basis until a sufficient number of qualified applications have been received. The deadline for the first review of applications is on **Friday, June 8, 2018 at 5:00PM. Applicants are encouraged to apply early. Applicants that apply after the first review are not guaranteed to be considered for this recruitment. This recruitment may close at any time without notice after the first review date.**

The selection process may consist of a minimum of skills examination and oral interview.

The eligibility list established from this recruitment may also be used to fill the current and/or additional vacancies throughout the City.

Candidates must be specific and complete in describing their qualifications for this position. Failure to state all pertinent information may lead to elimination from consideration. Stating "See Resume" is not an acceptable substitute for a completed application.

The successful candidate will be required to undergo a reference / background check (to include a conviction record) and pass a post-offer pre-employment medical examination (which will include a drug/alcohol screening). The City of Anaheim utilizes E-Verify and new employees must provide documentation to establish both identity and work authorization.

Communication regarding your application and/or status will be sent to the email address listed on your application. Please check your email regularly throughout the recruitment process as you will not receive communications by any other method.

201 S. Anaheim Blvd., Suite 501
Anaheim, CA 92805
714-765-5111

employment@anaheim.net

Enterprise Information Technology Manager Supplemental Questionnaire

* 1. Do you possess a Bachelor's degree (or higher) in Information Technology, Information Systems, Computer Science, or a related field?

❏ Yes ❏ No

* 2. How many years progressively responsible large-scale information systems administration experience do you possess?

❏ None
❏ Less than 1 year
❏ At least 1 year, less than 2 years
❏ At least 2 years, less than 3 years
❏ At least 3 years, less than 4 years
❏ At least 4 years, less than 6 years
❏ At least 6 years or more

* 3. Please describe your progressively responsible large-scale information systems administration experience. If none, type N/A.

* 4. How many years of IT-related technical project management experience do you possess?

❏ None
❏ Less than 1 year
❏ At least 1 year, less than 2 years
❏ At least 2 years, less than 4 years
❏ At least 4 years or more

* 5. Please describe your IT-related technical project management experience?

* 6. Do you have experience with data protection?

❏ Yes ❏ No

* 7. Please describe your experience with data protection as it relates to developing and managing cybersecurity policies. If none, type N/A.

* 8. Do you have experience in managing technology staff?

❏ Yes ❏ No

* 9. Please describe your experience in managing technology staff, including number and types of positions/classifications. If none, type N/A.

* 10. What program language(s) are you familiar with? If none, type N/A.

* 11. Do you have experience with SQL or Oracle Database Systems?

❑ Yes   ❑ No

* 12. Please describe your experience with SQL or Oracle Database Systems, including details such as number of years of experience. If none, type N/A.

* 13. Please describe your experience developing and managing a budget. Include details such as the dollar amount. If none, type N/A.

* 14. Do you possess any of the following certification(s)? Check all that apply.

❑ Global Information Assurance Certification (GIAC)
❑ GIAC Information Security Fundamentals (GISF)
❑ GIAC Security Essentials (GSEC)
❑ GIAC Certified Enterprise Defender (GCED)
❑ Certified Information Systems Security Professional (CISSP)

* Required Question