



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## APPLICATION SERVICES UNIT MANAGER

<b>Group-Section:</b> Information Technology Group	<b>FLSA Status:</b> Exempt <b>Bargaining Unit:</b> MAPA	<b>Salary Grade:</b> 067 <b>Job #:</b> UM002
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### JOB SUMMARY

Responsible for managing and supervising applications development systems integration and Project Management functions for assigned customer area. Areas of responsibility include managing all Information Technology applications for Metropolitan including automation of water system operations for conveyance, distribution, and treatment, including associated systems such as water quality, energy, and maintenance management, engineering information systems, business applications such as Financial, Procurement and Human Resource systems, content management and web systems, modeling and geographic information systems, and enterprise applications; custom development and systems integration; long range planning for the unit; coordinating development of the district-wide technology plan; understanding business unit needs and processes to identify and implement programs to support business needs; advising business units on emerging and established technologies to support business needs; and aligning technology and implementing the recommendations of the Information Technology Strategic Plan.

### OVERSIGHT

Receives direction from the Director of Information Technology.

Manages and supervises a staff of managers, professionals, technicians, paraprofessionals, and administrative support.

### JOB DUTIES

1. Coordinates strategic and operational development of Information Technology systems; participates in the Information Technology strategic planning process; and develops and implements standards for enterprise and business applications.
2. Manages all activities relating to the design, development, implementation, and administration of enterprise, business, water system automation, maintenance management systems, engineering information systems, modeling and geographic information systems; evaluates existing and emerging technology to define standards and introduce new and enhanced technology solutions; and analyzes technical information to maintain abreast of current technology advances and potential applicability to Metropolitan needs.
3. Manages the customer relationship process for system and application services; meets with business units to discuss business and technology needs and identify technology solutions; evaluates customer satisfaction; and recommends acquisition of technology to enhance business unit needs.
4. Develops, implements, and manages programs and services to ensure availability and reliability of programs and systems.

5. Plans, directs, and manages the assessment of user requirements, feasibility, technical direction, cost projections, benefit analysis, schedule, and scope of a wide variety of Information Technology projects including water system automation, Information Technology infrastructure, water system operations, business, finance, and human resources applications.
6. Manages through program and project managers all Information Technology projects including automation of conveyance, distribution, and treatment systems, new and enhanced business applications, water system operation projects, and other Information Technology projects; and monitors project budgets, schedules, and milestones and establishes tracking systems to ensure effective use of resources and compliance with procedures.
7. Participates in selection of contractors and consultants; and manages contracts.
8. Evaluates existing and emerging technology to define process standards and introduce new and enhanced technology solutions; analyzes technical information to maintain abreast of current technology advances and potential applicability to Metropolitan needs.
9. Leads staff in development of unit vision, strategies, goals, and objectives for customer support and service, deployment of technology, and other unit activities that support Information Technology strategies and Metropolitan business needs and are consistent with industry best business practices. Plans, develops, and approves schedules, priorities, and standards for achieving unit goals.
10. Oversees and participates in the development and administration of the annual operating and capital budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments; and authorizes purchases; evaluates and approves bids for consultants and service contracts.
11. Selects and assigns staff ensuring compliance with all hiring and promotion policies and procedures; responds to employee grievances and concerns; coaches and mentors employees; prepares, reviews, and approves performance evaluations; identifies employee development and training requirements; and develops staff recognition programs.
12. Serves as project team member and/or team leader for major projects with major business unit or district-wide implications to ensure successful completion of project plans.
13. Performs other related duties as required.

## **EMPLOYMENT STANDARDS**

### **MINIMUM QUALIFICATIONS**

**Education and Experience:** Bachelor's degree from an accredited college or university and twelve years of increasingly responsible relevant experience, of which four years must have been in a management or supervisory position; or an advanced degree from an accredited college or university and ten years of increasingly responsible relevant experience, of which four years must have been in a management or supervisory position.

Job Title: Applications Services Unit Manager

Job Code: UM002

Adopted: 03/22/05

Revised: 06/18/17

Supersedes: 02/14/17

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**Required Knowledge of:** Commercial and custom water system and business applications; modeling and geographic information systems, laboratory/water quality, energy, maintenance management, control systems, and web technology; enterprise resource planning principles and systems; database management; customer relationship management; principles, practices, and methodologies of project management; principles of resource management; general knowledge of network capabilities, server capabilities, and current and anticipated applications; current business and organizational management theories and practices; public sector personnel practices and regulations; financial and budgeting practices and procedures; management and supervisory concepts and techniques; team building; budgetary concepts and procedures; relevant federal, state, and local laws; negotiation techniques; contract administration; and industry trends and emerging technologies.

**Required Skills and Abilities to:** Manage a diverse work force; plan, organize, and review the work of subordinates; review work products for detail and adherence to guidelines; encourage and facilitate cooperation; mentor, develop, and motivate staff; determine training needs of staff; exercise judgment and discretion; interpret and analyze information; communicate orally and in writing on administrative and technical topics; write, edit, and review action plans and reports; research, evaluate, and implement new and emerging technologies; manage development of major applications and systems; evaluate total cost and return on investment for technology solutions; represent Metropolitan to public agencies, special interest groups, and members of the public; represent Metropolitan in negotiations with vendors; establish and maintain collaborative working relationships with all levels within the organization; use business applications; and prepare and make presentations on technical issues to peer forums, executive management, Board of Directors, member agencies, and regulatory agencies.

### **Certificates, Licenses, and Registrations Requirements**

#### **Certificates**

- None

#### **Licenses**

- Valid California Class C Driver License

#### **Registrations**

- None

### **DESIRABLE QUALIFICATIONS**

None

### **PHYSICAL DEMANDS, WORK ENVIRONMENT AND VISION REQUIREMENTS**

The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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**Physical Demands:** The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as paper, books, or small parts; driving an automobile, etc. No special physical demands are required to perform the work.

**Work Environment:** The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated. The work environment may include some exposure to outside elements. May travel to various sites requiring overnight stay.

**Vision Requirements:** No special vision requirements