



TECHNICAL OPERATIONS MANAGER

Classification

Exempt

Salary Grade

Grade 11

Range \$115,000 - \$125,000/ annually, DOE

Reports to

District Manager

Summary/Objective

The Technical Operations Manager is responsible for oversight, coordination, and operations of the Green Valley Water (GVW) technical infrastructure to provide successful day-to-day operations of the GVW organization with long-term operational planning. Responsibilities include IT Architecture and Security, Asset Management, and auxiliary business systems (SaaS and PaaS) comprising the GVW operations. This position coordinates with the contracted IT Managed Service Provider, all GVW departments, and GVW SaaS and PaaS vendors for the successful technical maintenance and long-term operational planning in support GVW vision statement. This position is performed under the direction of the District Manager but is carried out with a high degree of independent judgement in accomplishing the work and is held accountable for results.

Essential Functions

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

1. Coordinating daily IT needs of all GVW departments ensuring that systems, services, and infrastructure work reliably and securely.
2. Leading IT Projects, including the design and deployment of new IT systems and services.
3. Monitoring system performance to ensure efficient operations.
4. Ensure that IT systems comply with industry standards and regulations.

5. Managing IT service providers and vendors for services such as Internet, Cloud computing and hardware maintenance.
6. Developing and implementing IT policies and best practice guides for GVW.
7. Creating and maintaining documentation for IT systems, procedures and IT inventory.
8. Develop strategic plans and set timelines for evaluation, development, and deployment of all technical, web and mobile services.
9. Continually learning to keep up with the latest technological advancements and best practices.
10. Coordinate with GVW SaaS and PaaS vendors to provide seamless integration across GVW business units.
11. Implement and maintain the Asset Management Solution to effectively track and manage District assets throughout their lifecycle to optimize asset performance and maximize return on investment.
12. Establish processes and procedures for asset acquisition, inventory management, parts receiving, maintenance scheduling, and asset disposal.
13. Coordinate the locating, inventorying, and recording of existing assets into the GVW GIS System using ArcGIS Pro.
14. Provide QA/QC of preventative maintenance, repair, and unscheduled emergency maintenance work orders for assets in the GVW Collection System and Water Reclamation Facility to ensure accuracy.
15. Coordinate the maintenance of an accurate parts inventory, along with purchase orders and parts receiving using the Asset Management Solution.
16. Provide training and support to GVW end-users on the use of the GVW Technical Infrastructure. Develop training materials, conduct workshops, and provide ongoing assistance to ensure users are proficient in utilizing the solutions effectively.
17. Maintains a knowledge base in GIS-related software and technologies.

Competencies

1. Advanced Computer Skills/Working with Tools and Technology
2. Mission Driven/Results/Values and Goal Oriented
3. Creative Thinking/Critical Problem Solving/Troubleshooting/Analytical Assessment/Decision Making
4. Quality/Timely/Accurate Control and Continuous Improvement
5. Public Relations/Customer/Client Focus/Community Relations/Internal Relations with Courtesy and Professionalism
6. Teamwork/Trust Building/Training Skills
7. Adaptability and Diversity Perspective



Supervisory Responsibility

This position currently has no direct reports.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment, such as computers, phones, photocopiers, and filing cabinets.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee is frequently required to sit, stand, walk, use hands and fingers, handle or feel, and reach with hands and arms.

Position Type and Expected Hours of Work

This is a full-time position in the GVW office. Typical days and hours of work are Monday through Friday, 7:00 a.m. to 4:00 p.m. This position is not a remote or hybrid position. Hours subject to change for critical system upgrades, emergencies, or when implementing technologies.

Travel

Travel is minimal, and primarily local during the business day, although some out-of-the-area and overnight travel may be expected.

Required Education and Experience

1. Bachelor's Degree in Engineering or Information Technologies, or a closely related field.
2. A minimum of three (3) years' experience in database operations.

Preferred Education and Experience

1. An ITIL Certification
2. IT Management

Additional Eligibility Qualifications



Work Authorization/Security Clearance

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

AAP/EEO Statement

GVW is an equal opportunity employer. GVW shall employ, without discrimination as to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

- 1. Assist other departments with various tasks as is necessary.

Signatures

This job description has been approved by all levels of management:

Manager_____

HR_____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee_____ Date_____



BENEFITS OFFERED

- Medical/Dental/Vision-currently paid @100% Employee and Dependents
- Short Term/Long Term Disability currently paid @100%
- 401K with match-up to 9%
- Profit Sharing-1%
- 11 Paid holidays, including your BDay
- Sick/Vacation Accrual each payroll
- Costco Membership
- Uniform/Boot reimbursement
- Discounted rates for travel/entertainment through Benefit Hub and Working Advantage