City of Irving Job Description

Integration Manager

FLSA Status:	EXEMPT	**Job Department:**	Water Utilities
Job Code:	13051	**Reports To (Job Title):**	Assistant Water Utilities Director

PURPOSE

To develop, administer, and support Information Technology systems, specifically Geographic Information System (GIS), Infrastructure and Asset Management System (IAMS), and Water Utility SCADA Systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Coordinate with other IT managers as well as Water Utilities management to develop and manage departmental budgets and goals.
- Provide technical support for GIS, Cityworks, and SCADA users, including troubleshooting, problem resolution and general question response.
- Manage section staff by assigning tasks, tracking progress, and evaluating performance.
- Lead and manage project teams involving IT staff and non-IT staff members.
- Assist in the development and administration of section budget.
- Analyze user department requests and provide solutions to meet operational needs.
- Assist in strategic planning.
- Design and implement system integrations.
- Create application solutions for end users.
- Design and teach end-user training classes.
- Develop and maintain the system disaster recovery program.
- Manage contractors by developing and evaluating RFPs, completing contract negotiations, and reviewing contract deliverables.
- Work with end users and organizations on information exchange procedures and data requests to determine if sensitive information should be released.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Create end user documentation.
- Conducts asset tracking for computer equipment located at the Valley View Municipal Complex.
- Provide coordination and performance of desktop support at the Valley View Municipal Complex.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 7 employees.

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 7 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Develop and administer a Departmental budget of $7,000,000 annually; Develop a division budget annually; and, procure software, hardware, and other technical equipment and components.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to a Bachelor's degree from an accredited college or university with major course work in Information Technology or a closely related field.

EXPERIENCE

- Minimum of five (5) years of increasingly responsible related experience, including two (2) years of administrative and supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate valid Texas driver's license.

KNOWLEDGE OF

- Computers and Electronics: Electric circuit boards, processors, chips and computer hardware and software including applications and programming.
- Mathematics: Numbers, their operations and interrelationships including arithmetic, algebra, geometry, calculus, statistics and their applications.
- Programming Methodology: Necessary computer languages, basic principles, formulas, syntax, and documentation practices.
- Database Design, Development, and Management: Best practices for relational database design, development, and management for effective storage, retrieval, and analysis of large data sets.
- English Language: The structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Personnel and Human Resources (HR): Policies and practices involved in personnel/HR functions, including selection, supervision, training, performance evaluations, and termination.

- Administration and Management: Principles and processes involved in business and organizational planning, coordination and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques and production methods.
- Accounting: Principles and practices including general ledger, accounts payable, and accounts receivable.
- Economics: Principles and practices of the financial markets, banking and the analysis and reporting of economic data.

SKILLS AND ABILITIES IN

- Accuracy: Paying extreme attention to detail in dealing with numbers, words, and ideas.
- Programming: Writing computer programs for various purposes.
- Mathematics: Using mathematics to solve problems.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Reading Comprehension: Understanding written sentences and paragraphs in work documents, which includes safety rules, operating & maintenance instructions, and procedure manuals.
- Operations Analysis: Analyzing needs and product requirements to create a design.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Flexible Coordination: Adjusting actions in relation to those of others; adapting to changing work roles.
- Complex Problem Solving: Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Database Development: Maintaining server, and indexing, storing, and retrieving structured and unstructured data.
- System Integration: Designing, evaluating, and employing various systems integration methods.
- Service Orientation: Actively looking for ways to help people.
- System Ability: Multi-tasking by working with multiple software packages simultaneously.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Education, Training, and Guidance: Utilizing instructional methods and training techniques, including curriculum design principles, learning theory, group and individual teaching techniques. This includes effectively guiding and critiquing adult learners.
- Mathematical Reasoning: Understanding and organizing a problem and then selecting a mathematical method or formula to solve the problem.
- Technical Reasoning: Interpreting an extensive variety of technical instructions in mathematical or diagram form and dealing with several abstract and concrete variables.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. It involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Interactive Presentation: Effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.
- Speech Recognition: Identifying and understanding the speech of another person.
- Effective Supervision: Producing decided, decisive, and/or desired effect in the actions of those under one's direction.
- Project Management: Formulating project plans that efficiently meet defined project goals.

GUIDANCE RECEIVED

Departmental Goals and Priorities
Makes decisions that are guided by overall Departmental goals, priorities and policies. Job requires interpreting goals and priorities into action steps and delegating responsibility for completion; applies broad latitude in regard to methods and approaches but must obtain approval for actions that have policy, service or cost implications.

CONTACTS

Interacts with others, generally key administrative support up through the manager level, across multiple Departments when troubleshooting technical issues, installing, maintaining, or upgrading applications and computer systems and providing end users with training.

EQUIPMENT AND PROPERTY

Desktop computer or laptop, servers, plotters or printers, phone, pool vehicle

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.*

The employee constantly is required to listen, see, sit, talk, and/or walk. Frequently, s/he is required to drive a vehicle, grasp, handle, feel, reach, and/or stand. Occasionally, s/he is required to carry, lift up to 10 pounds, pull, push, and/or stoop. Rarely, s/he is required to balance, climb, crawl, kneel, lift up to 25 pounds, and/or smell.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment is usually quiet.

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

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.