

TAHOE-TRUCKEE SANITATION AGENCY

Class Specification

Job Title: Information Technology Supervisor

Department: Maintenance

FLSA Status: NON EXEMPT

Revised as of: 09/2023

DEFINITION

Plans, organizes, directs and supervises the installation, operation, maintenance and repair of SCADA, Information Technology, and GIS/CMMS, including development and maintenance of hardware and software systems that allow for automated operations of the Agency and its wastewater treatment plant; maintains Agency computer security; coordinates assigned activities with other departments and outside agencies; and performs a variety of technical tasks relative to assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS

The Information Technology Supervisor position performs full supervisory responsibilities including planning, assigning and evaluating the work of subordinates.

SUPERVISION RECEIVED AND EXERCISED

Reports directly to, and receives general direction from the Maintenance Manager. Exercises direct supervision over assigned technical staff.

EXAMPLES OF DUTIES: *the duties specified below are representative of the range of duties assigned to this class, and are not intended to be an inclusive list.*

- Develops and implements goals and objectives related to assigned section; establishes schedules and methods for the installation, operation, maintenance and repair of a wide variety of SCADA, Information Technology, and GIS/CMMS equipment; develops and implements policies and procedures.
- Plans, prioritizes, assigns, supervises, reviews and evaluates the work of staff involved in SCADA, Information Technology, and GIS/CMMS installations, maintenance and repair.
- Evaluates operations and activities; recommends improvements and modifications; prepares various reports on operations and activities.
- Assists Maintenance Department Manager in developing and administering section budget; prepares cost estimates for budget recommendations; submits justifications for equipment, materials and supplies; monitors and controls expenditures.
- Recommends to Maintenance Department Manager the selection of staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures; evaluates employee performance; drafts and conducts performance evaluations.

JOB TITLE: Information Technology Supervisor

- Assesses, schedules, and assigns tasks; troubleshoots SCADA, Information Technology, and GIS/CMMS equipment and systems; estimates time, cost, labor and material needs, and orders necessary equipment and materials.
- Inspects locations where work is being performed, both on-site and off-site; ensures conformity with repair requisitions, submittals, plans, diagrams and specifications; determines special equipment needs and assesses and identifies solutions to problems; accurately diagnoses SCADA, Information Technology, and GIS/CMMS malfunctions.
- Prepares bid specifications and requisitions; assists in the preparation of plans; reviews bid documents to ensure accuracy.
- Performs confined space entries to operate and maintain SCADA, Information Technology, GIS/CMMS equipment, if needed.
- Works collaboratively with the Safety Compliance Coordinator to identify hazards and ensure safe work procedures and processes are in place and followed.
- Coordinates SCADA, Information Technology, and GIS/CMMS work with other Agency departments and other entities as needed; and assists staff with implementing changes.
- Answers questions and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaints.
- Represents the Agency with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- May be assigned to temporally assume the duties of the Maintenance Manager during their absence.
- Builds and maintains positive working relationships with co-workers, other Agency employees and the public using principles of good customer service.
- May be required to work unusual hours, shifts, and be available for standby and callback duty.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of programming in several computer and automation languages such as JAVA, Python, Javascript, HTML, Programming Frameworks, Ladder Logic, Statement List, etc.
- Principles and practices of system integration including SCADA, HMI, Industrial Communications Protocols, electrical signaling, and industrial equipment and operations common to industry standards for an advanced wastewater treatment plant.
- Principles and practices of SCADA, Information Technology, and GIS/CMMS equipment and their operation.
- Methods for the design, preparation and review of plans and specifications for installation, maintenance, operation, testing and repair of SCADA, Information Technology, and GIS/CMMS equipment and processes used for a wastewater treatment facility.
- Methods and procedures for SCADA, Information Technology, and GIS/CMMS systems including signaling, analog, digital and fieldbus and related technologies used for a wastewater treatment facility.

JOB TITLE: Information Technology Supervisor

- Equipment, tools and materials used in the installation, operation, maintenance and repair of a wide variety of recording and metering devices, control apparatus, radio and cellular telemetering equipment, recording and data logging devices, communication systems, variable frequency drives and other electrical and instrumentation equipment used in the wastewater treatment facility operations.
- Methods for building, troubleshooting and maintaining communications systems.
- Methods and procedures for work order management and Computerized Maintenance Management Systems (CMMS).
- Methods and procedures of competitive bidding processes including how to review and prepare accurate equipment plans and specifications.
- Principles and practices of supervision, training and evaluating performance.
- Principles and practices of budget monitoring.
- Principles and practices of safety management.
- Modern office practices, methods, and computer equipment including relevant software programs and fax machines, copiers, printers, telephones, voicemail and e-mail systems, etc.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- May be required to work unusual hours, shifts, and be available for standby and callback duty.
- Principles and practices of customer service.

Ability to:

- Organize, implement, and direct the installation, operation, maintenance and repair of the administration and operations of the Information Technology Department.
- On an ongoing basis, know and understand requirements and all essential aspects of the job; access, review, analyze and interpret a wide variety of reports, technical data and budget documents; know and understand laws, regulations, rules and codes related to area of assignment; observe performance and review and evaluate staff; problem solve department related issues; remember various processes and requirements; and interpret and communicate policy, information and instructions.
- Assist in developing software and hardware solutions for a variety of Agency needs.
- Assist in the development and monitoring of an assigned program budget.
- Troubleshoot, repair and retool software and hardware.
- Read and interpret maps, schematics and electrical drawings.
- Interpret and explain pertinent Agency and department policies and procedures.
- Diagnose SCADA, Information Technology, and GIS/CMMS malfunctions.
- Interpret, understand and explain instrumentation submittals, drawings, sketches, plans and specifications.
- Accurately estimate time, labor and materials for proposed work.
- Understand and carry out oral and written instructions, and prioritize workload to meet deadlines.
- Read, write and comprehend the English language at a level necessary for effective job performance, exercising correct English usage, vocabulary, spelling, grammar and punctuation.

JOB TITLE: Information Technology Supervisor

- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Use safety precautions related to all work performed including that which occurs in hazardous environments such as confined space.
- Adhere to and utilize appropriate Agency safety policies, procedures and practices and utilize appropriate Personal Protection Equipment.
- Function in confined spaces and/or hazardous environment.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Supervise, train and evaluate performance of assigned staff.
- Contribute effectively to the accomplishment of Agency goals, objectives and activities.

Experience and Education:

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Five years of increasingly responsible experience in one or more of the following areas: systems analysis, software development, computer and/or PLC programming, SCADA systems, database administration, systems programming, cloud-based computing services, IT security, geographic information systems, personal computer hardware installation and repair, software installation and customization, etc.; and including one year providing technical and/or functional supervision over assigned personnel.

Education:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, information technology, business or a related field. Additional experience may substitute for the required education. Equivalence would typically be two years of additional experience for one year of education.

SPECIAL QUALIFICATIONS

License and Certificate:

Possession of a valid California or Nevada Class C Driver License is required at time of appointment.

Ability to obtain a confined space certificate within six months of appointment.

JOB TITLE: Information Technology Supervisor

PHYSICAL REQUIREMENTS

Work effectively for long periods of time at a desk, table, counter or while driving; intermittently move, traverse and position self while performing work activities; ascend and descend stairs, ladders or step stools to inspect or reach equipment or other items and to access areas out of normal reach; manipulate, operate, activate and adjust equipment and tools; position self to adjust office and field equipment or to access low or high items; discern hazard warning signs, and discern and respond to announcements and alarms, move or transport weight of 25 pounds or less.

WORKING/ENVIRONMENTAL CONDITIONS

Work is performed in a typical temperature controlled office environment subject to typical office noise and environment. In addition, this position is exposed to all weather conditions while conducting field work.