

Title: Manager of LE IT Resources

PG: 65

Status: Non-Civil Service

Position Reports to: Associate General Manager -- Technical Support

Department: Lakeland Electric

Class Code: 2222

Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This is a highly responsible management position with responsibility for directing, planning and organizing all liaison functions with the Department of Information Technology. The position is responsible for directing the use of all fiber, wire, and computer-related assets, as well as software evaluation and contracts. Considerable independent judgment, discretion, and initiative are expected for this position. Work is performed under the administrative direction of the Associate General Manager Technical Support.

ESSENTIAL FUNCTIONS:

1. Assist in negotiation, supervises, and provides advice to the Lakeland Electric Department in establishing Service Level Agreements with the City Department of Information Technology.
2. Analyzes and leads development of all aspects of the Lakeland Electric Department's information technology functions and needs including strategic planning, budgeting, staffing, succession planning, benchmarking and performance measurement. Determines equipment requirements, technology acquisition and use, systems development and modernization of departmental structure, functional requirements and operational policies and procedures.
3. Ensures compliance with all applicable codes, laws, rules, ordinances, and associated regulations inherent in departmental operating procedures. Ensures the welfare of employees and protects the City's interest by maintaining a safe working environment.
4. Coordinates Lakeland Electric IT projects and activities with the City Department of Information Technology and others as needed. Analyzes and recommends alternative methods of providing information processing and telecommunications services.
5. Confers with staff, users and management to establish requirements for new systems or modifications.
6. Prepares performance reports, attends meetings and makes presentations as needed.
7. Meets with Department Heads to determine automation needs in line with new or revised business initiatives. Advises senior and executive staff on emerging technology and business strategies to improve productivity, functionality and service capabilities.
8. Coordinates procurement of Lakeland Electric technology systems and components.
9. Works jointly with Department Heads and others to implement Business Continuity/Disaster Recovery Plans.
10. Negotiates leases or uses charges with external parties for use of available Lakeland Electric IT/communications assets or resources that may be available to produce revenue streams or other just compensation.
11. Negotiates and administers contracts for various technology services; evaluates and assists in resolution of problems with vendor performance.

ADDITIONAL RESPONSIBILITIES:

1. Performs related work as required.

KNOWLEDGE, SKILL & ABILITIES:

1. Knowledge of modern techniques, methods, procedures, concepts, principles, and practices of all aspects of information technologies and services, and the ability to apply that body of knowledge to enterprise architecture modeling.
2. Knowledge of systems design and programming techniques and the practical application of computer technology.

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3. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
4. Thorough knowledge of personnel, finance, general office and business administration, and the ability to apply these disciplines.
5. Ability to plan, direct, supervise, coordinate, organize, evaluate and monitor information/communications systems services, programs, and activities.
6. Ability to administer and manage a balanced budget.
7. Ability to analyze information and evaluate results to choose the best solution and solve problems.
8. Ability to prepare clear and concise written reports, evaluations, estimates and forecasts.
9. Ability to speak effectively in public to various audiences on subjects related to IT related issues/topics.
10. Ability to establish and maintain effective working relationships.
11. Ability to operate various personal computer equipment, telephones, two-way radios and other common office equipment as necessary to complete essential tasks: proficiency in the use of common personal computer operating systems and use of common desktop applications such as spreadsheet and word processor.

WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations.

The job risks exposure to no significant environmental hazards.

The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):

1. Graduation from an accredited four (4) year college or university with major course work in information systems, computer science, accounting, public or business administration or a related field. Master's degree in any of the above disciplines is preferred.
2. Five (5) years experience of a progressively responsible nature in technology management. Knowledge of government organization, regulations and procedures, the principles and practices of public administration preferred.
3. An equivalent combination of directly related education and experience may be substituted at the discretion of the Associate GM Technical Support and the General Manager.
4. Completion of City University Level two (2) or completion within twelve (12) months.

SPECIAL REQUIREMENTS:

1. Must possess a valid state of Florida drivers' license.
2. Must maintain a valid contact phone number.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.