

**SILICON VALLEY CLEAN WATER**  
**Job Description**  
**October 2014**

*Disclaimer – Class descriptions are written as a representative list of the ADA essential duties performed by the entire job classification. They cannot include, and not intended to include, every possible activity and task performed by every specific employee.*

**JOB TITLE: Information Services Director**

**GRADE:**

**FLSA: -Exempt**

*Every employee shall serve at the will and pleasure of the Authority. No employee has, or may acquire, a property interest, nor any other kind of interest in, or right to, continuing employment with the Authority. The Manager, upon request of an employee who has been discharged, will review all the circumstances of such discharge.*

**SUMMARY**

Under the general direction of the Assistant Plant Manager/Authority Engineer .

**ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:**

*Disclaimer – This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed while in other cases related duties may also be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

- Organizes, coordinates, and manages various projects and programs; coordinates administrative functions.
- Evaluates levels of service and status of assigned projects; monitors project performance.
- Manages information technology projects; coordinates maintenance of hardware and software; troubleshoots issues with systems.
- Coordinates the development and testing of special software and hardware technologies; recommends revisions; coordinates system management.
- Develops and implements training programs; trains, supervises and evaluates employees.
- Prepares and recommends budgets for projects.
- Purchases and issues supplies and equipment; arranges for availability and servicing of equipment; recommends selection of new equipment.
- Performs a variety of other duties as assigned.

**MINIMUM QUALIFICATIONS:**

*The requirements listed below are representative of the knowledge, skills and abilities required to satisfactorily perform the essential duties and responsibilities.*

**Knowledge of:**

Silicon Valley Clean Water policies and procedures.

Asset Management and Computerized Work Management Systems; Electronic Time Reporting Systems.

Office equipment such as computer, printer, fax machine, photocopier.

Word processing, spreadsheet and other related software applications.

**Ability to:**

Maintain technical and regulatory competence.

Prepare budgets.

Train, supervise, and evaluate employees.

Write manuals and develop operational procedures.

Communicate effectively verbally and in writing.

Work with accuracy and attention to detail.

Operate PC and related software applications.

Effectively organize and prioritize assigned work.

Establish and maintain effective working relationships with other people.

**EDUCATION and/or EXPERIENCE:**

*Any combination of education and experience that demonstrates possession of the requisite knowledge, skills and abilities. A typical way to obtain these would be:*

High School Diploma or an equivalent certificate or diploma recognized by the State of California.

AA/AS college degree or equivalent number of college level units; and

Ability to demonstrate or show evidence of computer and desktop support knowledge through education and/or experience through previous work history.

**CERTIFICATION AND LICENSING:**

Must obtain Microsoft MCITP Enterprise Desktop Support Technician certification, within eighteen (18) months of the start of employment.

Valid California Class C Driver's License and an acceptable driving record as defined by the Authority's Driving Eligibility Standards

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

The work is usually performed in a standard office environment and in other locations around the Authority's wastewater treatment facilities. While performing the duties of this job, the employee is regularly required to sit, talk, and hear. The employee frequently is required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is regularly required to stand, walk, bend, stoop, kneel, and climb stairs and occasionally climb ladders. The employee is required to work in awkward positions under and around desks and other work stations. The employee may work at a desk or computer work station for long periods of time on a continuous basis; twist to reach equipment in surrounding work area, perform simple grasping, pushing, pulling, and fine manipulation; use telephone; write or use a

keyboard to communicate through written means. The employee must regularly lift and/or move up to 25 pounds. The employee will regularly be accessing the Authority and its remote locations in and through construction zones. Specific vision abilities required by this job include close vision, and ability to adjust focus.

**WORK ENVIRONMENT:**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee regularly works in indoor conditions and regularly works near video display. The employee is occasionally exposed to fumes and odors, works on elevated platforms, and works around machinery having moving parts. The employee is exposed to outside weather conditions and construction zones. The employee occasionally works in evenings or on weekends. The noise level in the work environment is usually minimal with occasional exposure to moderate levels. This position requires confidentiality of Information and data as outlined in the Authority's policies.