



CLASS TITLE | WATER & SEWER INFORMATION SYSTEMS MANAGER

PAY GRADE: EX-56 | www.cityoftulsa.org/pay

Class Code: 1253

Effective Date: 07/01/2023

PURPOSE OF THE CLASSIFICATION: Under general direction and in coordination with the City of Tulsa Information Technology (IT) Department is responsible for the overall guidance of the Water and Sewer Department's Information Systems focusing on aligning systems and maintaining data quality and consistency, providing critical technical support and guidance, consistent data sharing and communication capabilities for the asset management program and training to technical personnel in advanced asset management systems, including operational oversight of department computerized equipment, control and communications systems; and performs other related duties as assigned.

ESSENTIAL TASKS:

- Directs, plans, coordinates and oversees the management of multiple department applications, hardware, software, databases and communications systems
- Manages related databases, maintains and evaluates technical computerized equipment and communications systems to maximize the Department's Asset Management Program
- Coordinates the development of dashboards to provide real-time updates of utility performance
- Coordinates the installation, operation, development, testing and maintenance of industrial control systems, including Supervisory Control and Data Acquisition (SCADA) systems and related equipment
- Regularly reports and analyzes performance metrics and prepares status reports
- Plans equipment upgrades, assists with operations personnel training and coordinates change-outs with the IT Department
- Coordinates the management of the Geographical Information Systems (GIS), databases, engineering drawings and online utility information including Computerized Maintenance Management Systems used for the Asset Management program
- Serves as a liaison to other departments as needed
- Performs complex system and data analysis, design, testing and evaluation, identifies and resolves problems providing recommendations and implementing procedures to ensure critical data integrity
- Participates in cross-functional teams to provide technical expertise and improve workflow and communication with internal customers
- Manages the quality assurance and quality control of information to ensure data integrity
- Conducts independent technical systems' studies and researches technological advancements and alternatives, providing recommendations, findings and reports
- Participates in developing departmental objectives and strategies for budget planning, management and coordination
- Responsible for disaster recovery procedure development, testing and implementation for assigned systems
- Coordinates projects, including scope definition, critical path analysis, instructing, directing and channeling work to maximize production and results
- Works cooperatively with the City's Authorities, Boards and Commissions, the administration and elected officials to present technical information and reports
- Must report to work on a regular and timely basis

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

QUALIFICATIONS:

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Graduation from an accredited college or university with a bachelor's degree in GIS, engineering, computer science, or related field; **and,**



CLASS TITLE | WATER & SEWER INFORMATION SYSTEMS MANAGER

PAY GRADE: EX-56 | www.cityoftulsa.org/pay

Class Code: 1253

Effective Date: 07/01/2023

- (b) Nine (9) years of progressively responsible experience in information systems operation management, database design and development or systems analysis; GIS, Computerized Maintenance Management Systems and SCADA experience desired

Knowledge, Abilities and Skills:

Knowledge of:

- Comprehensive knowledge of the principles, practices and methods of project management as applied to asset management systems
- Comprehensive knowledge of systems and data analysis, design, testing and evaluation
- Comprehensive knowledge of database design and development
- Considerable knowledge in maintaining technical systems utilized in a water or wastewater utility
- Considerable knowledge of auditing procedures and practices
- Considerable knowledge of budget management and planning procedures
- Considerable knowledge of data processing applications and use potential
- Working knowledge of methods and techniques used in project management and systems analysis
- Good basic knowledge of programming languages

Ability to:

- Analyze complex systems and data
- Identify and resolve problems or make recommendations and implement procedures to ensure critical data integrity
- Manage and maintain technical systems used in an asset management program
- Configure systems to optimize software for business needs and demonstrated ability of software vendor management
- Plan training programs, develop and prepare training curriculum and conduct employee training on software applications and data-entry requirements
- Utilize the highest level of interpersonal skills in order to understand, select, develop and motivate internal and external customers

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard, 10-key and telephone; occasional lifting up to 20 pounds; occasional carrying up to 20 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver license.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

EEO Code: E-02

Group: Engineering, Planning & Technical

Series: Communications Operations & Maintenance