

**RANCHO CALIFORNIA WATER DISTRICT
POSITION DESCRIPTION**

DATE: July 1, 2022

POSITION TITLE: **DATACENTER OPERATIONS SUPERVISOR**

GRADE LEVEL: M24

SUPERVISOR TITLE: Director of Administration

FLSA Status: Exempt Non-Exempt

BARGAINING UNIT: RCWDEA RCWD MPCEA




DEFINITION

Under general direction, this position focuses in the areas of Information Technology (IT) employee supervision, datacenter operations, systems administration, and data and information security throughout all areas of the enterprise. The datacenter operations function will focus on the administration and supervision of all areas of datacenter operations to include all voice and data network operations. This position will also be responsible for environmental, physical, and cyber of all technology operations. This position also provides business analyst functions in developing technology and cyber security solutions for users and departments and may provide advanced level help desk support for personal computer systems and peripherals.

CLASS CHARACTERISTICS

This is a full first line supervisory classification with responsibility for organizing and assigning duties, evaluating results, conducting performance appraisals, and recommending personnel actions such as hiring, promotions, discipline and termination. Duties may include performing the most advanced, difficult, and complex tasks assigned to the work unit. Positions assigned to this level work independently and perform highly technical and specialized system management, operations, oversight, and analytical functions. They may also provide liaison and technical assistance and training in the completion of assigned duties including coordination with third parties for data programming, software development, and relational database integrations. This job classification is represented by the Rancho California Water District Managers Professional Confidential Employees Association (RCWD MPCEA) bargaining unit.

EXAMPLE OF DUTIES (Duties may include, but are not limited to, the following):

-  Supervise all enterprise Information Systems and Networks. Including ERP systems, office suite, voice and data communications systems, and other technology systems and hardware
-  Coordinate cyber security architecture to include planning, buying, and rolling out security hardware and software, and making sure IT and network infrastructure is designed with best security practices in mind
-  Responsible for strategic system planning and design including maintenance and implementation of the IT Master Plan

- ✎ Develop and administer the assigned budget; recommend expenditures for equipment, materials, and staffing, ensuring the department is within approved budget guidelines
- ✎ Participate as the primary technical resource in the District's IT Steering Committee
- ✎ Develop and carry out information security plans and policies
- ✎ Develop strategies to respond to and recover from a security breach
- ✎ Perform real-time analysis of immediate threats, and triage of all cyber security related systems
- ✎ Create and oversee awareness training of staff on information security standards, policies and best practices
- ✎ Supervise installation and use of firewalls, data encryption, and other security products and procedures
- ✎ Conduct ongoing periodic network scans through multiple sources to find potential vulnerabilities
- ✎ Conduct penetration testing, simulating an attack on systems and users to find exploitable weaknesses
- ✎ Investigate all possible security breaches
- ✎ Continuously define and develop new methods for increasing cybersecurity maturity through utilization of industry standard frameworks and best practices
- ✎ Design and oversee the implementation of malware prevention strategy
- ✎ Lead incident response, including steps to minimize the impact and then conducting a technical and forensic investigation into how the breach happened and the extent of the damage
- ✎ Assess and administer user software training requirements
- ✎ Plan and manage the monitoring, support, and capacity of the data center facilities and mechanicals ensuring performance and reliability
- ✎ Perform proactive analysis on datacenter and system factors impacting high availability and service level attainment
- ✎ Maintain databases with respect to access methods, device and space allocation, organization, protection and security
- ✎ Document procedures, prepare reports, maintain records of equipment and software, and build a knowledge base as necessary
- ✎ Oversee the deployment of new and replacement upgrades for user desktop hardware and software
- ✎ Serve as first line vendor management and support for IT-related VAR's
- ✎ Design, develop and implement tools for system administration using in-depth technical knowledge of operating system and scripting
- ✎ Define, implement and manage the comprehensive business continuity and disaster recovery plan
- ✎ Lead efforts to define requirements, select, implement, and maintain new enterprise information systems as needed
- ✎ Make presentations to Executive management and provide input/expertise regarding District technology and cyber security trends, issues and needs
- ✎ Administering and enforcing District software and licensing policy and usage policies
- ✎ Conduct formal performance appraisals; participate in a variety of personnel actions including hiring, counseling, training, promotion, discipline and termination
- ✎ Perform special assignments and related duties as assigned

QUALIFICATIONS

Knowledge of:

- ✎ Advanced - Principles and practices of environmental and access security
- ✎ Advanced - Networking technologies, architecture, and design in a redundant environment
- ✎ Advanced - Firewall security products and technologies
- ✎ Advanced - Designing secure networks, systems and application architectures
- ✎ Technical - Database systems, including SQL based database engines
- ✎ Technical - VMware and server virtualization
- ✎ Technical - Cloud-based applications and security measures
- ✎ Technical - Remote access and application delivery methodologies
- ✎ Technical - SDN/NAC systems and IP based protocols
- ✎ Technical - All currently supported Microsoft Windows operating systems and applications
- ✎ Principles and practices of support services for data and voice environments
- ✎ Principles of employee supervision including training, development and performance evaluation
- ✎ Proper work safety standards

Ability to:

- ✎ Evaluate operational and administrative problems and formulate effective strategies and solutions
- ✎ Exercise independent judgment and function effectively in a variety of difficult situations
- ✎ Coordinate assigned activities with those of other external providers of service
- ✎ Select, supervise, train and evaluate assigned staff and consultants
- ✎ Administer an assigned department budget
- ✎ Interpret and apply laws, codes, regulations, policies, and procedures
- ✎ Comply with and enforce the District's Safety, Health, and Environmental standards
- ✎ Evaluate operational and administrative problems and formulate effective strategies and solutions
- ✎ Understand and carry out verbal and written directions
- ✎ Operate a wide variety of telephone and computer hardware and software
- ✎ Perform research and prepare statistical information and effective staff reports
- ✎ Gain cooperation and team-build through discussion and persuasion
- ✎ Explain complicated systems in a simple and understandable method

SELECTION GUIDELINES

The appropriate knowledge, skills, and abilities can be achieved through a variety of combinations of experience and training. A typical example is:

Experience: Six (6) years of experience in technology systems administration and network management including three (3) years of technical staff management, and two (2) years of information security management and administration duties.

Training: Equivalent to graduation from a four-year college or university with major coursework in computer science, information security or related field, or an equivalent combination of education, knowledge, and experience sufficient to perform the essential duties of the job successfully.

Licenses/Certificates:

- ✎ Valid California driver's license, required
- ✎ At Least one of the following highly desirable; CISSP (preferred), CISA, CISM, CEH, Security+
- ✎ Desirable; MCSE, MCP+I, A+, CCNA, ENA, VCP

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

The essential functions of this position will require the employee to perform the following physical activities:

- ✎ Communicate verbally with District management, co-workers and the public in face-to-face, one-to-one and group settings
- ✎ Regularly use a telephone for communication
- ✎ Uses office equipment such as a PC, copier and fax machines
- ✎ Sit for extended time periods
- ✎ Hearing and vision within normal ranges
- ✎ Lifting (up to 25 lbs.) and ability to stand, walk, kneel, crouch, stoop, squat, twist, and climb
- ✎ Exposure to confined working space and potential electrical hazards
- ✎ Availability of 24-hour on-call and stand-by
- ✎ Regular attendance
- ✎ Occasional travel by automobile conducting District business

OTHER REQUIREMENTS

This position is classified as exempt from state and federal overtime pay provisions, because the duties and responsibilities meet the requirements for exemption under the Fair Labor Standards Act. The position will be required to work varying hours, weekends and holidays as the day-to-day job duties may require

_____	_____
Employee Signature	Date
_____	_____
Supervisor/Manager Signature	Date