



# Manager, ITS Operations Support

<b>Job Code</b>	20000369	<b>Job Family</b>	Manager/1st Level leader	<b>Leader</b>	
<b>Department</b>	ITS Operations Support	<b>Reports to</b>	Sr Mgr ITS Info Technology Ops	<b>Union Status</b>	Non-Represented
<b>FLSA Status</b>	Exempt	<b>Pay Grade</b>	2061		
<b>Last Updated</b>	8/29/2022				

### Accountability for Workplace Culture

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our Mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

1. Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
2. Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
3. Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
4. Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
5. Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
6. Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

## Job Summary

The ITS Operations Manager has many areas of responsibility including leading their team of technology professionals, system lifecycle management, vendor management and customer engagement. They provide leadership for the operating principles that guide technology decisions developing and maintaining a long-range technology strategy and running the day-to-day operations of the IT Department. The position requires a balance of managing a heavy workload of many priorities and working under pressure while maintaining a calm and focused demeanor. The ITS Operations manager directly supervises the work of systems and network administrators, analysts, data experts and customer service specialists in the delivery of new technologies, system enhancements, and lifecycle management. The manager oversees staff including hiring, coaching, and development of highly talented IT professionals. The manager and their teams are responsible for responding to incidents and coordinate the work of their staff, vendors, and business representatives to resolve system issues. The manager communicates status and impacts to business managers and executives. Oversees an enterprise-wide technology portfolio (cloud, on premise, mobile) to meet system reliability and functionality requirements. These include critical systems required to run operations, support energy trading, safety, customers service, finance, etc. The job requires 24x7x365 support from the ITS Applications team. The systems and services must comply with District polices, cyber security best practices, and data protection regulations. Many managed systems and services must follow NERC/CIP regulations for the Bulk Electric System (BES). The manager is responsible for numerous complex integrations ensuring all technology works seamlessly end-to-end (internally and externally). The manager leads projects and enhancements; controls the release process for systems and services; and offers ongoing support for internal departments and external users. They meet regularly with their business counterparts to ensure expectations are met and to plan for future business needs. They foster an environment of continual improvement.

## Accountabilities

### **Accountability #1**

#### Fiscal Management:

Leverages technology and prudently managing costs to deliver outstanding value to our customers by ensuring development of technology, programs, and solutions to ensure the delivery of cost effective and efficient maintenance through adhering to best practices and standards on behalf of our customers and stakeholders. Ensures solutions meet reliability and availability Key Performance Metrics. Design's solutions that provide value and continually enhance operational processes. Provides direction to strategic planning to gain the most value from contract negotiations and vendor relationships for solution implementation and ongoing operations. Negotiates contracts leveraging tools and industry best practices to ensure acquisition of the best solution at a competitive price which meets the Districts requirements. Actively manages vendors through ongoing engagements to ensure adherence to service level agreements, timely incident management, escalations, technology roadmap, value realization and ongoing system support. Actively manages contracts and participates in budget planning to manage costs to the District, and similar responsibilities.

## **Accountability #2**

### **Business Innovation and Continual Improvement:**

Deliver exceptional value to our customers through continual improvement and innovation by managing and prioritizing resources (contract, vendors, systems) and employees in all aspects of enterprise system implementations, continual improvement enhancements and process changes to align with District strategies and business objectives to ensure business value is achieved, and risks are managed. Engages with business peers in developing technology needs supporting business roadmaps. Provides oversight and guidance in assessing risk, impact, and business value for proposed changes to ensure alignment with best practices, ensures cyber and data security, and maintains adherence to KPIs for business performance, system reliability and availability. Guides ITS and business stakeholder teams through an agile and evolving business and technology landscape. Drives cultural change required for business process innovation and continual improvement. Prioritizes all work balancing operational support with business innovation demands. Supports employee development and system innovation by supporting training, research and development and similar activities. Engages with industry peers (technology and utility) to develop and enhance strategies, best practices, reduce risk, and manage costs, and similar responsibilities.

## **Accountability #3**

### **Risk & Impact Management:**

Achieve the highest level of employee and community trust in how the District manages data and system security by managing teams and resources in support of the District's cyber security and compliance programs. Responsible for the identification, evaluation, prioritization, and communication of risks related to IT systems and services supporting business processes, operations, and customer experience. Actively manage and prioritize risks to IT systems and services following cyber security and regulatory compliance policies and procedures. Responsible for leading the collaboration with stakeholders and District leaders to communicate risk, impacts and mitigations. Demonstrate ability to proactively manage the resources required to mitigate risks and prevent incidents. Be a champion of cyber security. Foster a culture of compliance. Must demonstrate the ability to reliably manage under duress. Responsible for the proper handling and protection of confidential information. Provides leadership and consulting to business and IT stakeholders in evaluating broad impacts including best practices, root cause analysis, resources available and opportunities to partner identify system options and resolutions. Provides vendor management to help escalate issues, adherence to service level agreements and to drive timely resolutions. Leads large programs and change management to mitigate risk. Actively engage with auditors, security experts, and industry experts in conducting risk assessments and compliance audits, and similar responsibilities.

## **Accountability #4**

### **Operational Support:**

Achieve the highest level of employee and community trust in how the District manages systems operations by managing operational support of IT systems and services. Responsible for leading teams in the development, testing, maintenance, availability, and performance of ITS systems and services. Leads governance programs to help guide business and technical teams to establish service delivery expectations, system architecture, solution roadmaps, prioritization, sequencing, resource management, and adherence to standards. Build working relationships with internal business partners in support of the

delivery of ITS systems and services. Engage technology and utility industry peers to share and develop strategies and best practices. Ensure business and operational requests are managed in a timely manner ensuring solutions and information are of high quality and meet our customer expectations. Manage IT technical portfolio balancing business impacts, strategic roadmaps, risks, and costs. Develop, manage, and measure key process indicators (KPIs) to align with District strategy. Responsible for ensuring the disaster recovery plans and mitigations for IT systems are documented, communicated, and tested on a regular basis. Partners with District leaders to develop business continuity plans. Manage alignment of the IT disaster recovery strategy with department and District business continuity plans. Manages 24x7 operations to ensure critical systems and infrastructure are always operational. Supports the on-call programs to respond to incidents meeting our service level agreements. Ensures the high availability and reliability of all District systems supporting Energy Control Center and Power Scheduling and other critical functions. Supporting the teams ensuring District critical systems are protected from cyber security attacks and other vulnerabilities, and similar responsibilities.

#### **Accountability #5**

Collaboration and Customer Service:

Demonstrate cross-functional Collaboration and Customer Service that proactively anticipates and supports needs by ensuring teams provide exceptional customer service primarily to internal customers through effective communication and collaboration. Ensures business and technology solutions align with the District's mission in providing reliable and cost-effective service. Builds and maintains effective relationships across District departments by engaging with peers inside and outside the organization and supporting stakeholders. Contributes to building and sustaining an inclusive and equitable working environment by supporting all District employees and actively promoting behavior consistent with District expectations and policies. Actively supports and encourages every team member to share their ideas in an open and inclusive manner. Responsible for timely escalation management and resolution for issues focusing on business outcomes, providing quality service, minimizing risk, and reducing costs. Educates and communicates implications of business decisions related to technology options and roadmaps. Provide timely, effective, and regular communications regarding incidents to targeted business partners with a focus on impacts and resolution. Continual focus on enhancing customer experience, and similar responsibilities.

#### **Accountability #6**

Management:

Maintain transparency and the trust of our customers and stakeholders in the management of the ITS Operations organization through clear understanding of ITS resources, business goals and objectives, and effective action plans. The manager understands the roles, existing applications, and future opportunities. They monitor employee and system performance to determine opportunities for improvements. Responsible for talent acquisition to maintain and grow high performing teams. They coach and develop existing employees to increase performance while also identifying needs for new resources. Managers are also held accountable for ensuring teams perform at a high level of productivity, provide exceptional customer service, and respond effectively to issues as they arise. Managers lead by example in embracing a culture of continual improvement and service to the team, our customers, and the company. They establish standards for performance and employee interactions while ensuring accountability for

alignment to goals. Each manager must be proficient in and a champion for technology. They manage a group of diverse technical experts. The manager has a broad range of influence and ensures systems are reliable and available as they manage shared services supporting the entire enterprise, all levels of employees, and every customer. Managers must demonstrate capabilities to lead teams through demanding situations such as incident and change management. They must be resilient, calm, and professional in times of high stress and workload. They are accountable for overall system and team performance. Fosters a diverse, equitable, and inclusive work environment. Supports the District's safety program. Responsible for effective communication to all levels of the organization. Demonstrates the ability to communicate technical concepts to business stakeholders in support of decision making and strategic planning. Capable of presenting to all levels of the organization and to various sizes of groups. Communicates effectively across all mediums (orally and written), and similar responsibilities.

### **Accountability #7**

Strategy and Planning:

Increase the public's confidence in the quality of technology strategy by ensuring ITS strategy is aligned to the District's strategic goals to address new challenges, opportunities, and business drivers. The manager leads cross functional teams to monitor, evaluate, and adjust the ITS strategic initiatives. The also contribute to District wide strategic initiatives. The manager sets clear goals and defines KPIs to measure success. They determine roles, responsibilities and ensure appropriate collaboration within ITS and across the District. They ensure the plan is executed, monitored, and revised as needed. The manager must be knowledgeable about ITS and District goals, current technology portfolio, emerging technology trends (internal and external), and industry best practices (IT and utility). Responsible for assessing architecture for fit and scale to meet future current and future needs of the District. Must be able to coordinate and prioritize multiple high priority demands to ensure success. Understands and optimizes resources (people, technology, and processes) to deliver results in all areas (system support, projects, enhancements, and incidents as they arise).Responsible for working with teams to develop and manage strategic roadmaps for their domain that align with District strategies, and similar responsibilities.

### **Accountability #8**

Business Relationship Manager:

Demonstrate powerful partnership that reflects an understanding of community and customer needs by ensuring highly effective relationship between business departments and ITS. Act as a contact for business leadership related to technology solutions and alignment to processes and strategic initiatives. Leads development of technology roadmaps and facilitates new requests for enhancements and projects. Provides leadership in resolving IT system and service issues. Collaborates with business leaders to determine business priorities. Ensures process for assessing technology requests based on business value with a focus on digital transformation, risk assessment, business continuity and business capability requirements. Partnering with business leaders and technology subject matter experts, identifies strategic business function opportunities both short-term goals and long-term strategies, and similar responsibilities.

### **Accountability #9**

## Accountability #10

### Minimum Qualifications Note

The minimum qualifications listed below are representative of the knowledge, skills, and abilities needed to perform this job successfully, as described in the Accountabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential Accountabilities (duties and responsibilities) of this position. If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please contact Human Resources at [HRRecruiting@snopud.com](mailto:HRRecruiting@snopud.com), or by phone at 425-783-8655.

### Qualifications – Education and Experience

#### **Minimum Required Education and Experience:**

Bachelor's Degree in Computer Science/IT, Information Services, Business Administration, or related field, AND

Two (2) years directly related, progressively more responsible information technology services experience;

OR

Six (6) years directly related, progressively more responsible information technology services experience.

#### **Preferred Education and Experience:**

### Qualifications – License(s) and/or Certification(s)

#### **Minimum Required License(s) and/or Certification(s):**

**Preferred License(s) and/or Certification(s):**

**Qualifications – Skills and Abilities**

**Minimum Required Skills and Abilities:**

Project management, negotiation, relationship building/partnering, and conflict management/mediation  
Computer applications including word processing, spreadsheets, and data bases  
Customer service techniques and practices  
Financial and budgeting processes  
Applicable Federal, State, Local and District regulations  
Problem identification and analysis techniques  
Strategic planning  
Short- and long-range planning  
Cost-benefit analysis techniques  
Executive management presentation and communication techniques  
Development, implementation, maintenance of IT systems and services, and other technology areas  
Principles, theories, practices, and techniques relating to managing application development projects/programs  
Workforce planning and scheduling  
Methods and techniques used in effective management.  
Team development and organization  
Change management  
Incident response management  
Client/server application environments  
Distributed processing  
Communications services and relational database management systems  
Systems analysis techniques and applications  
Support service management (methodologies, processes, and best practices)Architecture methodologies and standards  
Supervise, coach, and assist staff in development of leadership skills  
Positively influence/build cross-functional teams and organize to effectively carry out the District's energy efficiency initiatives.  
Communicate and work effectively, both orally and in writing, with various levels of the organization, outside agencies, and customers.  
Determine needs for financial resources and allocate them according to business priorities

Maintain a high level of customer satisfaction  
Interpret and apply District directives, policies, and procedures  
Use independent and discretionary judgment.  
Manage confidential information  
Proactively and constructively deal with conflict  
Perform analytical work.  
Analyze business/technical issues and provide recommendations.  
Think strategically and lead with strong abilities in relationship management  
Apply project management disciplines and implement small to large projects.  
Provide leadership of multidisciplinary, high-performance work teams/groups  
Successfully develop and implement new technologies  
Drive process improvement.  
Effectively coordinate a variety of activities  
Develop efficient and effective solutions to diverse and complex problems.

***Preferred Skills and Abilities:***

Experience leading Dev/Ops teams  
Experience with successfully implementing and supporting highly complex, large scale business applications  
Experience with supporting enterprise grade systems and services  
Public utility experience

**Competencies**

The following competencies describe the cluster of behaviors associated with job success in the job group identified as “Leader” at the Manager level.

Adaptability  
Aligning Performance for Success  
Building Customer Relationships  
Building Talent  
Coaching  
Communication  
Continuous Improvement  
Continuous Learning  
Courage  
Creating a Culture of Trust  
Creating an Inclusive Environment  
Customer Focus



Delegation and Empowerment  
 Driving for Results  
 Driving Innovation  
 Emotional Intelligence Essentials  
 Empowering Decision Making  
 Execution  
 Guiding Team Success  
 Initiating Action  
 Inspiring Others  
 Leveraging Feedback  
 Positive Approach  
 Professional Knowledge and Aptitude  
 Selecting Talent  
 Stress Tolerance  
 Technology Savvy

## Physical Demands

### Physical Demands List

### Frequency

Sit	Constant (67-100%)
Walk	Occasional (11-33%)
Stand	Occasional (11-33%)
Drive	Occasional (11-33%)
Work on ladders	Seldom (1-10%)
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Never
Twist	Seldom (1-10%)
Bend/Stoop	Seldom (1-10%)
Squat/Kneel	Seldom (1-10%)
Crawl	Never
Reach	Seldom (1-10%)
Work above shoulders (note specific activity in open text box below)	Never
Use Keyboard /mouse	Constant (67-100%)
Use wrist (flexion/extension)	Seldom (1-10%)
Grasp (forceful)	Never
Fine finger manipulation	Constant (67-100%)
Operate foot controls	Occasional (11-33%)
Lift (note weight in open text box below)	Seldom (1-10%)
Carry (note weight in open text box below)	Seldom (1-10%)
Push/Pull (note specifics in open text box below)	Never

Work rapidly for long periods	Frequent (34-66%)
Use close vision	Frequent (34-66%)
Use distance vision	Occasional (11-33%)
Use color vision	Seldom (1-10%)
Use peripheral depth perception	Seldom (1-10%)
Speak	Constant (67-100%)
Hear	Constant (67-100%)

**Additional Physical Demands not listed above and associated frequency below.**

Lift 50 lbs Carry 30 pounds

**Mental Demands**

<b>Communication</b>	<b>Frequency</b>
Understand and carry out simple oral instructions	Frequent (34-66%)
Understand and carry out complicated oral instructions	Frequent (34-66%)
Train other workers	Occasional (11-33%)
Work alone	Frequent (34-66%)
Work as a member of a team	Constant (67-100%)
Follow standards for work interactions	Constant (67-100%)
Write communications for clarity and understanding	Constant (67-100%)
Speak with clarity with others	Constant (67-100%)
<b>Comprehension</b>	<b>Frequency</b>
Read and carry out simple instructions	Frequent (34-66%)
Read and carry out complicated instructions	Frequent (34-66%)
Retain relevant job information	Constant (67-100%)
<b>Reasoning</b>	<b>Frequency</b>
Read and interpret data	Constant (67-100%)
Count and make simple arithmetic additions and subtractions	Frequent (34-66%)
Use intermediate and/or advanced math	Occasional (11-33%)
<b>Organization</b>	<b>Frequency</b>
Plan own work activities	Constant (67-100%)
Plan work activities of others	Constant (67-100%)
Direct work activities of others	Constant (67-100%)
<b>Resilience</b>	<b>Frequency</b>
Work under pressure	Constant (67-100%)
Work for long periods of time	Frequent (34-66%)
Work on several tasks at the same time	Constant (67-100%)

**Additional Mental Demands not listed above and associated frequency below.**

**Work Environment**

**Environmental Conditions List**

**Frequency**

Exposure to weather	Never
Wet and/or humidity	Never
Atmospheric conditions	Never
Confined/restricted working environment	Never
Vibratory Tasks – High	Never
Vibratory Tasks – Low	Never

**Additional Environmental Conditions in this job not listed above and the associated frequency below.**

**Risk Conditions List**

**Frequency**

Exposure to Heights	Never
Exposure to Electricity	Never
Exposure to Toxic or Caustic Chemicals	Never
Working with Explosives	Never
Exposure to Radiant Energy	Never
Extreme Cold	Never
Extreme Hot	Never
Proximity to Moving Mechanical Parts	Seldom (1-10%)
Noise Intensity	Occasional (11-33%)
Exposure to animals	Never
Working with angry customers	Occasional (11-33%)

**Additional Risk Conditions present in this job not listed above and the associated frequency below.**

**On-Call Status and Frequency**

**On-Call is required.**

- Yes
- No

**On-call activities and frequency.**

**Work Location**

**The primary assignment for this position is:**

- Remote
- Office Hybrid
- On-Site
- Field/Job Site

While this description has provided an accurate overview of responsibilities, it does not restrict management's right to assign or reassign duties and responsibilities to this job at any time. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees or the organization to complete the work identified. In order to serve our customers best, each employee will offer their services wherever and whenever necessary to ensure the success of the District in serving our customers, to further the safety, health, and inclusivity of employees and the public, and achieve expectations of the District overall, while also remaining flexible in recognition of the employee's wellbeing.