

# Senior Manager, ITS Applications & Operations Management



<b>Job Code</b>	20000251	<b>Job Family</b>	Senior Manager	<b>Leader</b>	
<b>Department</b>	ITS Applications Management	<b>Reports to</b>	Chief Information Officer	<b>Union Status</b>	Non-Represented
<b>FLSA Status</b>	Exempt	<b>Pay Grade</b>	2063		
<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 Senior Manager of ITS Applications and Operations Management has many areas of responsibility including leading a large team of technology professionals (managers, architects, developers, and software engineers) in system development lifecycle, application portfolio management, security and risk, application environment (cloud/on premise), strategy, vendor management and customer engagement. The manager oversees, negotiates and manages numerous mission critical technology contracts (software, professional services, maintenance and support). The position is critical to high value impact and success of District-wide technology innovation and implementation in business strategy and operations. They establish the strategic direction of the ITS division and ensure alignment with Districtwide strategic initiatives. The Senior Manager of ITS Applications and Operations Management provides leadership in developing the operating principles that guide technology decisions and maintaining a long-range technology strategies for running the day-to-day operations of the IT Department and the District critical operations. The Senior Manager of ITS Applications and Operations Management directly supervises the work of the applications team and architects in delivery of new technologies, system continual improvements, and lifecycle management. The Sr Manager also sets the direction, key performance indicators, and strategies for ensuring the ITS team is staffed with highly effective and talented technology experts.

## Accountabilities

### Accountability #1

**Fiscal Management:** Deliver exceptional value to our customers through fiscally responsible planning and management by managing planning and development of technology programs and services to ensure delivery of cost effective and efficient maintenance through adhering to best practices and standards on behalf of our customers and stakeholders. Responsible for approximately half the overall ITS contracts and budget. Establishes Key Performance Metrics to ensure reliability and availability holding vendors accountable to contract performance metrics. Oversees design of solutions that provide value and continually enhance operational processes. Leads 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 SLAs, timely incident management, escalations, technology roadmap, value realization and ongoing system support. Actively manages contracts and participates in budget planning to control the overall cost 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 providing guidance, policies, expectations and priorities for 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 that the business value is achieved and the risks are managed. Engages with District Senior Managers and Executive Leadership 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. Leads team of architects and managers in developing technology roadmaps. Partners with business leaders to align business objectives to technology solutions. Serves as the business escalation point regarding strategies, plans, scopes, resources, budget and issues. 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 cyber security by managing multiple 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 supporting business processes, operations, and customer experience. Actively manage and prioritize risks to IT support 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. Manages and leads team in resolving major outages or incidents that impacts utility operations. Responsible for assessing risk and impact to ensure teams are focused on resolving incidents and recovery processes. Manages vendors in addressing issues ensuring accountability to service level agreements. Works with managers to ensure resources are available to resolve high priority incidents. As the ITS representative on the District Project Governance Board, the Senior Manager reviews project requests and provides input on risk and impact of project plans and technology requests. 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 in identify system options and resolutions. Provides vendor management to help escalate issues, adherence to SLAs 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 technology operations by managing several teams of technology experts in support of District IT systems and services. Responsible for strategic oversight of teams engaged in development, testing, maintenance, availability, and performance of ITS systems and services. Establishes and leads

governance programs to help guide business and technical teams to establish service delivery, system architecture, solution roadmaps, prioritization, sequencing, resource management, and adherence to standards. Builds working relationships with internal business partners (senior manager and executive leaders) in support of the delivery of ITS 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 the business on business continuity planning. Manage alignment of the IT disaster recovery strategy with department and District business continuity plans. Manages several teams in 24x7 operations to ensure critical systems and infrastructure are operational at all times. 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. Manages vendors to ensure support is provided meeting negotiated service level agreements to resolve incidents in a timely manner to minimize risks and impacts. 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: Maintain transparency and the trust of our customers and stakeholders in the management of the ITS Applications organization by achieving results for the entire ITS Applications organization. This is accomplished through clear ITS resource planning and skills need and alignment in support of business goals and objectives. Monitors and supports the ITS managers and their teams as well as system performance to determine opportunities for improvements. Accountable for ensuring the ITS department performs at a high level of productivity, provide exceptional customer service, and respond effectively to issues as they arise. Establishes standards for performance and employee interactions while ensuring accountability for alignment to goals. Is proficient in and a champion for technology. Manages large groups of diverse technical experts across several teams including technical analysts and developers. Has a broad range of influence within ITS and across the District. Ensures systems are reliable and available as they manage shared services supporting the entire enterprise, all levels of employees, and every customer. Demonstrates capabilities to lead teams through demanding situations such as incident and change management. Accountable for overall system and team performance. Supports the District safety programs. 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 #6**

Management: Increase the public's confidence in the quality of technology strategy by establishing the strategic direction of the ITS department and ensuring it is aligned to District strategic goals to address new challenges, opportunities and business drivers. Leads several cross functional teams to monitor,

evaluate, and adjust the ITS strategic initiatives. Contribute to District wide strategic initiatives. Sets clear goals and defines KPIs to measure success. Determine roles, responsibilities and ensure appropriate collaboration within ITS and across the District. Ensure the plan is executed, monitored and revised as needed. Apply knowledge about ITS and District goals, current technology portfolio, emerging technology trends (internal and external), and industry best practices (IT and utility). Responsible for assessing and approving 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 across several team 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 managers and teams to develop and manage roadmaps for their domain. Responsible for managing the technology roadmap and aligning to every business department throughout the District, and similar responsibilities.

### **Accountability #7**

Strategy and Planning: The senior manager establishes the strategic direction of the ITS department and ensures aligned to District strategic goals to address new challenges, opportunities and business drivers. The senior manager leads several cross functional teams to monitor, evaluate, and adjust the ITS strategic initiatives. They 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 and approving 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 across several team 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 managers and teams to develop and manage roadmaps for their domain. The senior manager is responsible for managing the technology roadmap and aligning to every business department throughout the District.

### **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. Is the primary contact for business (senior leadership and executives) related to technology solutions and alignment to processes and strategic initiatives. Leads architects and managers in development of technology roadmaps and facilitates new requests for enhancements and projects. Provides leadership in resolving technology and service issues. Collaborates with senior 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 and long-term. The senior manager engages with senior leadership to help develop and drive their strategic initiatives and innovation through the use of technology. The result is achieved in customer experience, reliability, and operational goals, and similar

responsibilities.

**Accountability #9**

Create a culture of caring, mutual respect and trust that empowers current and future employees to do their best work for the benefit of our team members, customers, partners and stakeholders by providing employees opportunities to develop, supporting employees through change, hiring the right person for the right job, recognizing employee performance and achievements, being open to receiving, feedback from our employees and working daily to ensure a more equitable and inclusive environment, and similar responsibilities.

**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, Business Administration, or related field, AND Six (6) years of directly related, progressively more responsible information technology services experience;

OR

Ten (10) years of directly related, progressively more responsible information technology services experience.

**Preferred Education and Experience:**

Masters Degree in Computer Science, Information Services, Business Administration or related

field.

### 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:**

- Vendor management.
- Management of cloud solutions
- Application Architecture best practices
- IT Strategy development
- Project management, negotiation, relationship building/partnering, and conflict management/mediation.
- Computer applications including word processing, spreadsheets and data bases.
- Customer service techniques and practices.
- Principles, theories, practices and techniques relating to managing application development projects/programs.
- Financial and budgeting processes.
- Applicable Federal, State, Local and District regulations.
- Systems analysis techniques and applications.
- Problem identification and analysis techniques.
- Workforce Planning and scheduling.
- Methods and techniques used in effective management.
- Short- and long-range planning.
- Cost-benefit analysis techniques.
- Executive management presentation and communication techniques.
- Application portfolio management
- Technology architecture strategy and principles
- Cloud application environments; communications services; and other technologies
- Cyber security best practices
- Data governance and analytics

Project management, portfolio management and project governance  
Supervise, coach and assist staff in development of management/leadership skills.  
Positively influence/build cross-functional teams and organize to effectively carry out the District's information technology 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.  
Effectively coordinate a variety of activities.  
Manage confidential information.  
Proactively and constructively deal with conflict.  
Perform analytical work.  
Analyze business/technical issues and provide recommendations.

**Preferred Skills and Abilities:**

Knowledge of infrastructure and network environments Experience and knowledge of managing ERP solutions

**Competencies**

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

Adaptability  
Building Customer Relationships  
Building Talent  
Business Acumen  
Coaching  
Communication  
Continuous Learning  
Courage  
Creating a Culture of Trust  
Creating an Inclusive Environment  
Cultivating Networks and Partnerships  
Customer Focus  
Delegation and Empowerment  
Driving for Results



Driving Innovation  
 Emotional Intelligence Essentials  
 Facilitating Change  
 Financial Acumen  
 Guiding Team Success  
 Initiating Action  
 Inspiring Others  
 Leveraging Feedback  
 Planning and Organizing  
 Positive Approach  
 Professional Knowledge and Aptitude  
 Strategic Planning  
 Stress Tolerance

## Physical Demands

### Physical Demands List

### Frequency

Sit	Frequent (34-66%)
Walk	Frequent (34-66%)
Stand	Occasional (11-33%)
Drive	Occasional (11-33%)
Work on ladders	Never
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Never
Twist	Never
Bend/Stoop	Never
Squat/Kneel	Never
Crawl	Never
Reach	Never
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)	Never
Carry (note weight in open text box below)	Never
Push/Pull (note specifics in open text box below)	Never
Work rapidly for long periods	Constant (67-100%)
Use close vision	Constant (67-100%)

Use distance vision	Occasional (11-33%)
Use color vision	Frequent (34-66%)
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.**

## Mental Demands

### Communication

Communication	Frequency
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	Constant (67-100%)
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%)

### Comprehension

Comprehension	Frequency
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%)

### Reasoning

Reasoning	Frequency
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%)

### Organization

Organization	Frequency
Plan own work activities	Constant (67-100%)
Plan work activities of others	Constant (67-100%)
Direct work activities of others	Constant (67-100%)

### Resilience

Resilience	Frequency
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

<b>Environmental Conditions List</b>	<b>Frequency</b>
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.**

<b>Risk Conditions List</b>	<b>Frequency</b>
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	Never
Noise Intensity	Never
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.**

Daily

**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.