

Senior Manager, ITS Information Technology Operations



Job Code	20000250	Job Family	Senior Manager	Leader	
Department	ITS Operations Management	Reports to	Chief Information Officer	Union Status	Non-Represented
FLSA Status	Exempt	Pay Grade	2063		
Last Updated	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 Infrastructure Management has many areas of responsibility including leading a team of technology professionals (managers, architects, infrastructure systems engineers, network engineers, and IT customer support specialists) in system lifecycle management, cyber and physical security management, regulatory compliance (including oversight of all applicable NERC-CIP standards), on premise and cloud services management, strategy, vendor management, business customer engagement, and technology portfolio management. The Senior Manager is responsible for managing all District networks services, servers, databases, client computers, mobility technologies and print devices located in the District outer offices and all other District owned facilities. The Senior Manager is responsible for the backup and recovery of all District enterprise IT systems to ensure data integrity, availability, and security. The Senior Manager is responsible for IT emergency response planning for system infrastructure recovery and availability after a localized or regional disaster to ensure continuity of District operations. The Senior Manager is responsible for overseeing the District's NERC-CIP compliance program, Change Management process, Incident Management process, and infrastructure capacity planning. The Senior Manager oversees, negotiates, and manages mission critical technology contracts (software, professional services, maintenance, and support). The position is critical to the success of District-wide technology innovation and implementation in IT strategy and operations. Collaborates in the development of the strategic direction of the ITS division and ensure alignment with District-wide strategic initiatives. The Senior Manager provides leadership in developing the infrastructure operating principles that guide technology decisions and maintaining a long-range technology strategy for running the day-to-day operations of the IT department and the District's enterprise systems.

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 solutions while adhering to best practices and standards on behalf of our customers and stakeholders. Responsible for the entire ITS infrastructure budget. Oversees technology solution designs that provide value and continually improve 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 a solution that meets the business' requirements at a competitive price. 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 infrastructure implementations, continual process improvement and change management to align with District strategies and objectives to ensure business value is achieved, and risks are managed. Engages with the District Management, Senior Management and Executive Leadership Teams in developing technology foundation to support 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 through an agile and evolving 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 IT leadership to align business objectives to technology solutions. Serves as an 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 private and utility industry peers to develop and enhance strategies and processes, 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 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 incidents impacting District operations. Responsible for assessing risk and impact to ensure teams are focused on resolving incidents. Manages vendors in addressing issues ensuring accountability to service level agreements. Works with managers to ensure resources are available to resolve high priority incidents. Provides infrastructure 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 change management activities for large programs to mitigate risk and gain buy-in from staff. 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 several teams of technology experts in support of District IT infrastructure and services. Responsible for strategic oversight of teams engaged in development, testing, maintenance, availability, and performance of ITS infrastructure and services. Establishes and leads governance programs to help guide business and technical teams to establish technical requirements, 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 Leadership) 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 business customer expectations. Manage IT infrastructure portfolio balancing business impacts, strategic roadmaps, risks, and costs. Responsible for managing the District's ITS infrastructure technical debt through planning, budget, and escalating risks to key stakeholders. Develop, manage, and measure key internal 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 an annual basis. Partners with District stakeholders for business continuity and disaster recovery planning. Manage alignment of the IT disaster recovery strategy with business' needs and the District's Business Continuity Plan. Manages several teams in 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. Manages vendors to ensure support is provided meeting negotiated service level agreements to resolve incidents in a timely manner to minimize risks and impacts. The Senior Manager of Infrastructure Operations is responsible the District's monthly IT operating systems security patching for all District IT infrastructure. Supporting ITS teams to ensure District critical systems are protected from cyber security threats and other vulnerabilities, and similar responsibilities.

Accountability #5

Collaboration and Customer Service:

Demonstrate powerful cross-functional Collaboration and Customer Service (internal and external) that proactively anticipates and supports community and customer needs by ensuring IT Operations teams provide exceptional customer service (internal and external) 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 with the District's senior leadership by engaging with peers inside and outside the organization, and other key 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 empowers every team member and their managers to share ideas in an open and inclusive manner. Responsible for timely escalation management and resolutions on issues focusing on business outcomes focused on 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. Partners with senior

leadership across the District in developing technology roadmaps to align with business strategies, 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 ITS resource planning and skills alignment in support of business goals and objectives. The Senior Manager monitors and supports the ITS managers and their teams as well as system performance to determine opportunities for improvements. The Senior Manager is responsible for talent acquisition to maintain and grow high performing teams. The Senior Manager coaches and develops managers and employees to increase performance while also identifying needs for new resources. The Senior Manager are also 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. The Senior Manager leads by example in embracing a culture of continual improvement and service to the team, our customers, and the District. They establish standards for performance and employee interactions while ensuring accountability for alignment to goals. The Senior Manager is proficient in and a champion for technology. They manage large groups of diverse technical experts across several teams including technical analysts and developers. The Senior Manager has a broad range of influence within ITS and across the District. They ensure systems are reliable and available as they manage shared services supporting the entire enterprise, all levels of employees, and every customer. The Senior Manager must demonstrate capabilities to lead teams through demanding situations such as incident and change management. They must be resilient, calm, and professional in high stress and high workload situations. They are accountable for overall system and team performance. Fosters a diverse, equitable, and inclusive work environment. Is a champion of 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 establishing the infrastructure strategic direction of the ITS department and ensures alignment with 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, IT technology portfolio, emerging technology trends, and industry best practices (private and utility sectors). Responsible for assessing and approving ITS architecture design changes to meet current and future needs of the District, ensuring solutions are scaled appropriately. Must be able to coordinate and prioritize multiple high priority demands across several teams to ensure success. Understands and optimizes resources (people, technology, and processes) to deliver results in all areas as

they arise (system support, projects, enhancements, and incidents).The Senior Manager is responsible for managing the infrastructure technology roadmap and supporting every business department throughout the District. Responsible for working with managers and teams to develop and manage roadmaps for their domain, and similar responsibilities.

Accountability #8

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 #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, 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 Four (4) years of directly related, progressively more responsible information technology services experience;

OR

Eight (8) years of directly related, progressively more responsible information technology services experience.

Preferred Education and Experience:

Master's 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
- NERC-CIP compliance requirements
- Cyber security best practices
- Infrastructure Architecture best practices
- IT Strategy development
- Project management, negotiation, relationship building/partnering, and conflict management/mediation
- Cloud application environments; communications services; and other technologies
- Virtualization technologies
- Enterprise Storage solutions
- Enterprise networking solutions (LAN/WAN)Enterprise server configuration and management
- Enterprise database systems
- Emergency response management
- Business continuity planning, testing and execution
- Customer service techniques and practices
- Principles, theories, practices, and techniques relating to managing enterprise infrastructure 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.
 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 data center infrastructure including enterprise servers, networking, databases, IT service desk operations, regulatory compliance, IT change and incident processes, and SAP/BASIS environments
 Experience and knowledge of managing enterprise infrastructure 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	Constant (67-100%)
Walk	Occasional (11-33%)
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	Frequent (34-66%)
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

	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

	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

	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	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	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

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	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.