

**NEW Water  
Job Description**



Pay Grade Salary Range: \$95,410 - \$134,701

SECTION 1 .....		DEMOGRAPHIC INFORMATION	
<b>Job Title</b>	Information Technology Manager	<b>Division</b>	Business Services
<b>Department</b>	Information Technology	<b>Reports To (Job Title)</b>	Director of Business Services
<b>Full-Time / Part-Time</b>	Full-Time	<b>Part-Time (Hrs per Wk)</b>	
<b>Pay Grade</b>	14	<b>Exempt/Non-exempt</b>	Exempt
<b>Adoption Date (original job description date)</b>	November 1990	<b>Last Revision Date</b>	May 24, 2021
<b>Approved By (generally same as "Reports To")</b>	Director of Business Services	<b>Human Resources Approval Date</b>	July 14, 2021
<b>Director Approved By (Job Title)</b>	Director of Business Services		

SECTION 2 .....	JOB SUMMARY
<p>In support of the NEW Water culture of Safety, Respect, Team, and Environment, the Information Technology (IT) Manager Provides direction and guidance in the development of the NEW Water's overall IT strategy. Has overall responsibility for NEW Water's technology infrastructure, data security, and operational reliability. Responsible for planning, budgeting, organizing, and directing all NEW Water computer system activities including all business computer systems, treatment process control/automation systems, network communications, and other technology subsystems. Works closely with IT staff providing leadership and support in day-to-day IT operations. Works with all departments in aligning IT to organizational objectives and NEW Water long-term strategies.</p>	

SECTION 3.....		DESCRIPTION OF ESSENTIAL RESPONSIBILITIES & DUTIES
<b>Frequency:</b> Daily, Weekly, Biweekly, Monthly, Quarterly, Annually, or As Needed		
<b>Description of Duties</b>	<b>Frequency</b>	
<b>Key Area: Provides technical assistance and leadership to NEW Water IT Staff on NEW Water information technologies, operational technologies, and telecommunications.</b>	<b>45 % of job</b>	
Confers with and advises NEW Water IT Staff on system administrative policies and procedures, technical problems, priorities, methods, and future plans.	Daily	
Supervises the management and organization of the NEW Water's electronic data and software applications, while adhering to the NEW Water guidelines for records and data management..	Daily	
Provides technical design, implementation, and support assistance on all hardware and software operations, including but not limited to; network infrastructure operations, server operating systems, business software applications, supervisory control and data acquisition (SCADA), programmable logic controller (PLC) programming, database administration, cybersecurity, backup and disaster recovery operations.	<b>Daily</b>	
Oversees the NEW Water telecommunications resources, including internal telephone system, cellular communication, wireless network systems, and lift/metering station communications.	Daily	
Provides technical support to other operational electronic systems including but not limited to; Exacqvision Video Monitoring system, Johnson Controls Kantech security system, Automated Logic WebCTRL HVAC monitoring system, and CyberLock security system.	As needed	
<b>Key Area: Plans, organizes, and directs the systems analysis, programming, administration and operational activities of NEW Water information and automation technologies.</b>	<b>30% of job</b>	
Analyzes and evaluates current and new system technology to determine ways and means to efficiently and economically meet the information needs of NEW Water staff.	Daily	
Plans system development to meet long-term needs and future operational requirements. Makes recommendations to NEW Water staff on the procurement and implementation of new technologies concerning the replacement of obsolete or inefficient systems.	As needed	
Works with IT staff in developing and monitoring cybersecurity strategies for data and technology infrastructure protection. Strategies include data back-up and disaster recovery, intrusion detection, and system redundancy to provide for maximum system uptime.	Daily	
Acts as NEW Water's liaison and project manager in collaborating with outside consultants, contractors, and other outside sources in the procurement, installation, and implementation of new technology systems.	As needed	
Works with other IT Staff members in planning the future vision and direction of technologies related to all business and automation computer systems.	As needed	

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<b>Key Area: Department Management/Supervisory Responsibilities. .</b>	<b>25% of job</b>
Plans, organizes, directs, and monitors the daily operations of the Information Technology Department.	Daily
Performs human resources functions which include but are not limited to staffing, interviewing and selecting new employees, promotions, staff training and development, job description maintenance, coaching and performance management, compensation changes, employee recognition, resolution of employee concerns/conflicts, and disciplinary actions.	Daily
Develops and recommends operating and capital budgets and controls expenditures within approved budget objectives.	Weekly
Maintains transparent communication through department meetings, one-on-one meetings, appropriate email, and regular interpersonal communication	Daily
Promotes and supports a workplace culture of Safety, Respect, Team, and Environment that is consistent with NEW Water's mission, vision and strategic plan.	Daily
Collaborates with directors, management team, and staff in the development and implementation of divisional, departmental and individual employee goals, ensuring alignment with NEW Water's Strategic Plan.	Monthly
Ensures that I personnel actions, and the actions of employees supervised, adhere to organization wide and department specific policies and procedures, regulations and laws applicable to NEW Water's business.	Daily
Provides organizational leadership as a member of the NEW Water Management Team.	Weekly
Maintain daily departmental business operations, procurement, scheduling, etc.	Daily
<b>Other:</b>	
Perform other job related duties as assigned.	
Promote and enhance environmental, health, and safety compliance within the work environment and actively engage in improvement efforts.	
Follow organizational policies and procedures.	

<b>SECTION 4 ..... EDUCATION REQUIRED</b>	
<b>Minimum Level of Education</b>	<b>Field(s) of Study</b>
Bachelor's Degree	Computer Science, Management Information Systems (MIS), or related field
<b>Additional Information Regarding the Required Education:</b>	An equivalent combination of education, training, and relevant experience will also be considered.

<b>SECTION 5 ..... EXPERIENCE REQUIRED</b>	
<b>Years of Experience</b>	8 years of experience in computer operations, information management, operating in a business and industrial environment. Minimum of two years in a supervisory capacity.
<b>Other Specific Experience Required or Preferred</b>	Microsoft Server and Workstation Operating Systems Cybersecurity, data and system backup and recovery Database Administration Rockwell/Allen-Bradley Family of Products and Software Ethernet Network Topology and Communications operating in a wired, fiber optic and wireless environment.

<b>SECTION 6 ..... CERTIFICATION / LICENSURE / TRAINING TO PERFORM JOB</b>		
<b>Required Certification/Licensure</b>	<b>Required Upon Hire?</b>	<b>If no, timeframe to obtain?</b>
Current and valid Wisconsin motor vehicle operator's license.	Y	
<b>Preferred Certification/Licensure</b>		

**SECTION 7 ..... ADDITIONAL KNOWLEDGE, SKILLS, AND ABILITIES**

- Comprehensive knowledge of the principles and practices of information technology management.
- Thorough knowledge of the applicability of data processing to a variety of work situations including business systems, industrial process control, and multiple local area networks.
- Comprehensive knowledge of the limitations, capabilities, uses, and requirements of Microsoft server operating systems.
- Project management skills and coordination.
- Knowledge of computer hardware, software application programs, and data centers.
- Significant knowledge of network database applications and programming.
- Extensive knowledge of financial, maintenance management, and other business software applications as well as SCADA software systems operating in a client/server environment.
- Knowledge of fiber optic network communication capabilities and limitations.
- Knowledge of security, system backup and recovery strategies and system redundancy
- Experience in Programmable Logic Controller (PLC) programming and PLC network management and communication.
- Thorough knowledge of telecommunications including Voice over Internet Protocol (VoIP) technology, analog/digital telephone systems, public address systems, hand-held devices, wireless networks, and remote lift/metering station communications.
- Ability to effectively plan, organize, coordinate, and supervise the work of subordinates engaged in a variety of computer system administrative and operational duties.
- Ability to provide for the effective coordination of information services including a proper allocation of system hardware, software, financial, and personnel resources.
- Ability to translate technical concepts into terms understandable by those not familiar with such concepts.
- Ability to express ideas clearly and effectively, both in writing and orally.
- Thorough knowledge of the principles and techniques of effective management and supervision.
- Ability to establish and maintain effective working relationships with all NEW Water staff.
- Demonstrated leadership skills and fundamentals.

**SECTION 8 ..... SOFTWARE / TECHNOLOGY UTILIZED**

**Details for all software and technology utilized are contained on an Excel workbook kept current by the IT Manager.**

Various Microsoft Operating Systems and Server Technologies

Various Microsoft Development Environment and Programming Languages

Various Enterprise Network Architecture Systems and Applications

Various Cybersecurity and Disaster Recovery Systems and Applications

Various Enterprise Business Software Applications

Various Rockwell SCADA Control Systems

**SECTION 9 ..... EQUIPMENT / MACHINERY UTILIZED**

**Details for all equipment and machinery utilized are contained on an Excel workbook kept current by the IT Manager**

Ability to administer various system servers, enterprise switches, programmable controllers, panel-view interfaces, routers, telephone hardware, network storage systems and business system equipment.

SECTION 10 ..... JUDGMENTS / DECISION-MAKING: IMPACT	
Description of Duties	Check One
<b>Job Centered / Work Unit:</b> <u>Decisions made</u> are typically isolated to an individual's job or work unit.	<input type="checkbox"/>
<b>Department-Wide:</b> <u>Decisions made</u> may impact across work units, and involve a significant function of the department. Supervision or management is typically—but not always—a component of the job.	<input type="checkbox"/>
<b>Multiple Departments:</b> <u>Decisions</u> are made on behalf of and impact across multiple departments; or across several sections of a significantly large department.	<input checked="" type="checkbox"/>
<b>Entire Organization:</b> <u>Decisions</u> are made on behalf of and affect the entire organization including, but not limited to: employees, customers, vendors, governing body, etc.	<input type="checkbox"/>

SECTION 11 ..... JUDGMENTS / DECISION-MAKING EXAMPLES		
<b>Frequency:</b> Daily, Weekly, Biweekly, Monthly, Quarterly, Annually, or As Needed		
Example of Decision / Judgment (3-5 examples)	Job Title of Who Reviews (If Anyone)	Frequency
Evaluate current and new technology, determine which makes sense for implementation at NEW Water. Determine cost/benefit in support of departmental and company-wide initiatives, and NEW Water's Strategic Plans	Director of Business Services	As needed
Manage IT assets, including data, and reduce risk of down time. Determine impact of assets' role and criticality in day-to-day operations. Plan for operation continuity.	Inform Director of Business Services	Daily
Plan and design computer network architecture, determine network hardware and network operating system software needs. Provide the computer hardware and software technology to support business, communication and process control functions.	Inform Director of Business Services	Daily
Monitor budget, determine best utilization of financial resources. Review future budgetary needs in support of IT vision and future development.	Director of Business Services	Daily/Annually
Work with IT staff and interrelationships with other departments. Leadership role in conflict resolution and communication within department and with others Guide IT staff in professional development in alignment with strategic direction.	Inform Director of Business Services	As needed

SECTION 12 ..... PROBLEM SOLVING	
Example of Problem (3-5 examples)	Resources Used
Technical - Analyze, design and troubleshoot network infrastructure to maintain 100% uptime. – Green Bay Facility (GPF) and De Pere Facility (DPF) network interface router/switch failure – Planned and implemented backup network communications between facilities when network interface hub failed at DPF. This included configuring all subnetworks (business, GBF SCADA, DPF SCADA, Security, telephone, HVAC), communications were back up the same day. Permanent replacement switches are configured to support automatic load balancing and failover between east and west side fiber optic facility communication networks	Standby hardware was pre-configured and available to implement back up operations. Identified new equipment requirements, selected hardware, self-educated on new switch capability and configured. New hardware ready for installation..
Multiple applications share data (, Rockwell runtimes -> IBM Maximo, StarLIMS -> Rockwell Historian). Wrote SQL Server code to establish interfaces, currently troubleshoot data transfer issues to identify errors (system or user). Wrote code to automate StarLIMS to Rockwell transfer, also being used for automated Discharge Monitoring Reporting to WI DNR.	Studied programming techniques for Transact SQL programming (transfer of data at the database level). Studied data table structure of both sender and receiver databases.
Provide technical support in the implementation and administration of business systems and peripheral applications. (Exchange email, Tyler Financial and HCM, Iwatsu telephone system, physical Access security systems.)	Assist the application “champions” in the configuration of new software systems and resolve technical problems. Use application online help resources, work with application technical support.staff.

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Work with IT Staff to identify “critical need” annual budgetary requirements. Work with department heads, identify system hardware and software needs for each department annually. CIP – identify future IT and related technology needs for Capital Improvement Plan, develop cost estimates.	Contact outside vendors for hardware cost estimates and life cycle information. Work with consultants to obtain cost estimates for major system renovations. (ex. Public Address, computer network upgrade)
Cybersecurity/risk management – determine operational philosophy to balance efficient computer system access with vigilant security. Work within IT Staff to develop redundancy and disaster recovery options for data security and maximum system uptime.	Identify technologies available through technology review, professional development, and peer groups. IT news sources.

**SECTION 13 .....WORKING RELATIONSHIPS / INTERACTIONS / CONTACTS**

**Frequency:** Daily, Weekly, Biweekly, Monthly, Quarterly, Annually, or As Needed

Title/Description of Contact	Purpose of Contact	Frequency
IT Staff	Technology decisions, troubleshooting IT related operational problems. Overall system future vision. One-on-one, department meetings.	Daily
NEW Water computer system end users.	Troubleshoot problems, feedback on computer/system needs, training needs.	Daily
NEW Water Management Team	Policy decisions and discussions, NEW Water strategic plans, inter-departmental issues. Future IT plans and objectives, feedback on departmental needs. Budget planning.	As needed
Outside vendors	Procurement of hardware or software systems. Price negotiations.	Daily/As needed
Outside consultants and engineers	Planning, implementation, and integration of new computer system projects relating to business systems, automation, telephony or any other technologies.	As needed
Director of Business Services	Report and update on IT functions and projects. Budget information, report out on IT technological direction and vision.	Daily/As needed

**SECTION 14 .....SUPERVISION / MANAGEMENT AUTHORITY**

Action	Yes	No	Provides Input
Screen / Interview Applicants	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hire / Promote Employees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide Written / Verbal Warnings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suspend Employees	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Terminate Employees	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Prepare Work Schedules for Others	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Formal Project Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide Work Direction for Others	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evaluate Performance of Others	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coach/Mentor Employees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Train Employees (as part of normal job duties)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approve/Assign Overtime	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approve Time Off	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Develop / Implement Policies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evaluate and Approve Exceptions to Policies	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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<b>Employees <u>Directly</u> Supervised</b>	
<b># Employees</b>	<b>Job Title</b>
1	IT Systems & Cybersecurity Engineer
1	Senior SCADA and Automation Engineer
1	SCADA and Automation Engineer
1	IT Systems Analyst
1	IT Support Specialist
<b>Employees <u>Indirectly</u> Supervised</b>	
<b># Employees</b>	<b>Job Title</b>

**SECTION 15.....WORK ENVIRONMENT / WORKING CONDITIONS / PHYSICAL REQUIREMENTS**

Refer to ErgoFactor Job Analysis for this position for details.  
<S:\Safety\Blankenheim Project\Business Services\Information Technology Manager.pdf>

Position requires work to be performed in an industrial environment within local control cabinets. The potential exists to be working within high voltage areas. Work with electrical components of personal computers and related equipment. Work within server and network equipment cabinets and around uninterruptible power supplies (UPS) with live AC power.

**SECTION 16 .....ADDITIONAL COMMENTS**

Requires time during off hours to perform system maintenance or troubleshooting.

**THIS JOB DESCRIPTION IS INTENDED TO IDENTIFY ESSENTIAL DUTIES AND ALSO ILLUSTRATES OTHER TYPES OF DUTIES THAT MAY BE ASSIGNED TO ITS INCUMBENTS. IT SHOULD NOT BE INTERPRETED AS DESCRIBING ALL OF THE DUTIES THAT WILL BE REQUIRED OF EMPLOYEES OR BE USED TO LIMIT THE NATURE AND EXTENT OF ASSIGNMENTS THAT AN INDIVIDUAL IS REQUIRED TO PERFORM.**

**JOB DESCRIPTIONS ARE SUBJECT TO REVISION AT ANY TIME AT THE DISCRETION OF MANAGEMENT.**