

# CITY OF BURBANK

## Employment Opportunity

### MANAGER TECHNOLOGY

(BURBANK WATER AND POWER)

**EXPEDITED**

This position is for the Manager, Technology in the Customer Service Division at Burbank Water and Power. This position will report directly to the Assistant General Manager of Customer Service and will be responsible for defining a strategic technology roadmap to improve the customer experience for BWP's customers. This includes maintaining and implementing technology related to the utility Customer Information System (CIS), Meter Data Management System (MDMS), online payment and utility usage portals. This position is also expected to lead the efforts in implementing business process improvements to gain efficiencies within the division and overseeing system training and documentation.

**SUPPLEMENTAL APPLICATION MUST BE SUBMITTED IN ADDITION TO A CITY OF BURBANK APPLICATION.**

**OPEN UNTIL FILLED - APPLY ONLINE AT [WWW.BURBANKCA.GOV/JOBS](http://WWW.BURBANKCA.GOV/JOBS)**

**SALARY:** \$12,647 - \$16,630/Mo (\$72.96 - \$95.94/Hr) - PERS determines whether an employee is a Classic or New PERS member.

#### **DEFINITION OF THE POSITION:**

Under general direction, to plan, supervise, and manage an operational technology (OT) or information technology (IT) section or division for the utility or City; to plan, coordinate, direct, design, build, configure, maintain, enhance, and decommission systems and technology; and perform related duties as required.

#### **ESSENTIAL FUNCTIONS OF THE POSITION:**

Plans, organizes, directs, designs, and manages the architectural planning, development, and implementation of complex operational technology programs and projects, including complex systems, procedures, standards, and policies; manages multiple OT and/or IT critical business and infrastructure systems for a modern utility and City, such as, but not limited to Geographic Information Systems (GIS) and other geospatial technology, Customer Information Billing Systems (CIS), Advanced Metering Infrastructure (AMI), Supervisory Control and Data Acquisition (SCADA) systems, Industrial Control Systems (ICS), critical communication networks, fiber optic, municipal wireless and broadband services, Enterprise Resource Planning (ERP) solutions, and Digital Experience (DX) solutions; manages and provides strategic and tactical oversight for physical and cyber security risk management programs and compliance standards, such as, but not limited to National Institute of Standards and Technology (NIST), North American Electric Reliability Corporation - Critical Infrastructure Protection (NERC-CIP), Payment Card Industry (PCI), Service Organization Control (SOC), physical and electronic security controls, identity and access managements, and incident response and recovery; serves as trusted business partner and advisor to other City departments and business units for the delivery of technology and cyber-security solutions; drives the resolution of issues regarding applications, technology services, communications networks, control systems, computer systems, and/or data storage systems; directs enterprise data architecture, integration, and data pipeline strategy; enforces compliance and safety standards applicable to the operation of a modern utility and City; drives lifecycle management of a vast array of digital products and systems; participates in various project teams and agile teams, overseeing technical staff resource allocation and scheduling; ensures the creation of technical documentation; prepares and maintains records, reports, and project specifications; drives continuous process improvements leveraging Lean Six Sigma and Scaled Agile practices to ensure stakeholder satisfaction; leverages Design Thinking principles to develop customer empathy, engages in creative problem solving, and drives digital product innovation; coordinates projects with contractors, vendors, service providers, and outside agencies regarding project requirements, cost effectiveness, and quality assurance; ensures coordination of all operational systems; manages a variety of administrative duties including budgeting, cost control, and purchasing; supervises, trains, and evaluates employees; makes effective recommendations regarding hiring, promotions, and transfers; effectively recommends disciplinary action as needed, up to and including termination; drives on City business.

#### **MINIMUM QUALIFICATIONS FOR THE POSITION:**

**EMPLOYMENT STANDARDS:** Knowledge of principles and practices of organizational leadership and business administration; principles and practices of OT or IT management; physical and cyber security policies, standards, procedures, and related infrastructure and data analysis; computer architecture and application infrastructure; data integration platforms, architecture, and design; contemporary technology standards, hardware, software, cloud platforms, frameworks, and software development; system administration, including the configuration and administration of networks, firewalls, routers, switches, and intrusion detection and prevention; design and maintenance of industrial controls systems (ICS) and automation systems; principles and practices of design and development of wireless mesh and mission-critical communication networks and infrastructure specific to a utility and commercial internet service provider networks; utility specific critical infrastructure systems such as CIS, AMI, geospatial technology and SCADA systems; wide area, wireless, and fiber optic network systems; business applications, such as, but not limited to ERP, Enterprise Service Bus (ESB), Service-Oriented Architecture (SOA), Application Programming Interface (API), and web services; contemporary data, process integration, and data management solutions; contemporary operating platforms, cloud technologies, and enterprise software applications relative to a modern computing infrastructure; contemporary programming languages; compliance standards and practices such as NERC-CIP, NIST, and International Electro-Technical Commission (IEC); common principles and frameworks, such as, but not limited to, Information Technology Infrastructure Library (ITIL) and Scaled Agile Frame (SAFe); principles and frameworks of Agile and Waterfall project management; principles and practices of Lean Six Sigma; principles and practices of Customer Centric Design Thinking; principles and practices of Digital Product Management; principles and practices of project management, budgeting, and effective cost control; principles and practices of sound personnel management and supervision; sound writing, spelling, grammar, and punctuation. Skill in developing leadership and fostering a teamwork environment; exercising independent judgement and decisions based on standard policy and procedures. Ability to conceptualize long-term business goals and develop and manage paths to accomplish those goals; organize and prioritize tasks; plan, create, and follow complex and detail-oriented project plans and documentation; analyze complex administrative and technical problems and develop effective solutions; troubleshoot hardware and software issues; demonstrate strong organizational, analytical, and problem-solving skills; lead, coach, instruct, and motivate employees; analyze, comprehend, and apply administrative, departmental, and City policies, procedures, and regulations; communicate effectively, both orally and in writing; prepare clearly written reports, and other documents, diagrams, and presentations; lead a diverse group of technical and non-technical professionals; establish and maintain effective working relationships with officials, supervisors, fellow employees, contractors, vendors, service providers, and the public.

City of Burbank Employment Services ♦ 301 E. Olive Avenue, Suite 100, Burbank ♦ (818) 238-5031  
**EQUAL OPPORTUNITY EMPLOYER**

**EDUCATION/TRAINING:** Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance as determined by the City. Example combination includes, but is not limited to graduation from an accredited college or university with a bachelor's degree in computer science, information technology, electrical engineering, finance, business management, or a closely related field and seven years of professional experience in technology and cyber security management and familiarity with industrial control systems, including at least three years at a supervisory level.

**LICENSE & CERTIFICATES:** A valid California Class "C" driver's license or equivalent at time of appointment. All required licenses and certificates must be maintained throughout employment in this classification.

**DESIRABLE QUALIFICATIONS:** Certifications, such as, but not limited to Project Management Professional (PMP), Project Management Institute Agile Certified Practitioner (PMI-ACP), Certified Information Systems Security Professional (CISSP), Certified Ethical Hacker (CEH), Certified Information Security Manager (CISM), Cybersecurity and Infrastructure Security Agency (CISA), SAFe Program Consultant (SPC), Scrum Master, Lean Six Sigma Green Belt, Design Thinking, and Agile project/program management methodologies.

**THE COMPETITION FOR THE POSITION:**

Applications will be reviewed. Admission to competitive examination may be limited to those whose applications show the best combination of qualifications in relation to the requirements and duties of the position. Any part of the examination process may be qualifying only.

**IF YOU HAVE A DISABILITY AND NEED AN ACCOMMODATION WITH SUBMITTING YOUR EMPLOYMENT APPLICATION ONLINE PLEASE CONTACT HUMAN RESOURCES AT (818) 238-5031.**

**THE SELECTION PROCEDURE MAY REQUIRE ANY COMBINATION OF THE FOLLOWING: A WRITTEN EXAMINATION, A PERFORMANCE EVALUATION, OR AN ORAL INTERVIEW. IF YOU HAVE A DISABILITY WHICH MAY REQUIRE AN ACCOMMODATION IN ANY OF THESE SELECTION PROCEDURES, PLEASE NOTIFY THE HUMAN RESOURCES DIVISION IN WRITING BY THE LAST DATE TO APPLY ON THIS BULLETIN.**

JOB CODE: 230546M4

ISSUED: SEPTEMBER 22, 2023