



**The Port**  
**OF Hueneme**  
Oxnard Harbor District

***Information Technology  
Services Manager***

***Effective Date: July 2019***



<b>POSITION TITLE:</b>	<b>Information Technology Services Manager</b>
<b>DEPARTMENT:</b>	<b>Administration</b>
<b>SALARY RANGE:</b>	<b>\$65,395 ~ \$95,156</b>
<b>POSITION DESCRIPTION:</b>	
<p><b><u>GENERAL PURPOSE</u></b></p> <p>Under the direction of the Deputy Executive Director, CFO/CAO, the Information Technology Services (ITS) Manager has responsibility for ensuring the implementation of programs and activities related to all ITS within the District and collaborates with District Department Heads and Port Customers on ITS related projects.</p>	
<b>ESSENTIAL DUTIES AND RESPONSIBILITIES OF THE POSITION:</b>	
<p>The Information Technology Services Manager performs, but is not limited to, the following essential functions:</p> <p><b><u>Department</u></b></p> <ul style="list-style-type: none"> <li>• Responsible for development, planning, recommending and implementing the District's Technology Roadmap and recommending enterprise wide technology solutions in line with the roadmap.</li> <li>• Develops strategies as needed regarding live retention of data, archiving of older data, disaster recovery and continuation of operations procedures in coordination with outside IT consultants.</li> <li>• Conducts and reports out on recurring monthly ITS Committee meetings regarding District technology projects and service needs with District Department representatives from Administration, Business Development, and Operations Departments.</li> <li>• Serve as the District's ITS Professional expert.</li> <li>• If responsible for direct report(s), duties include employee supervising, directing, monitoring development and training. Conducting annual performance evaluation reviews which include establishing goal objectives and employee development plans.</li> <li>• Performs as project manager for new large application development projects.</li> <li>• Evaluates and makes recommendations regarding the purchase of new technology, hardware, and/or software.</li> <li>• Manages ITS projects (i.e. construction, equipment build-out, etc.) and consultants for bids, specs, and construction.</li> <li>• Coordinates development and training of users in application hardware and software.</li> <li>• Researches, analyzes and makes recommendations on costs related to applications, staffing and/or other expenses for annual budgeting purposes.</li> <li>• Mentors and trains managers on technology resources who support technology applications.</li> <li>• Manages contract and relationship with any outside IT consultants.</li> <li>• Authors documents on standard operating procedures, operating documentation, business process requirements for customers, or other written material as needed to communicate regarding improvements, updates, or recommended technology solutions.</li> <li>• Develops and recommends ITS strategic direction of the Port's business solutions.</li> <li>• Collaborates with senior executive staff to analyze and resolve complex business problems, evaluating the impact of potential solutions from both a business and technical perspective.</li> <li>• Develops maintenance plan for ITS equipment and assists in budget development.</li> <li>• Cybersecurity resiliency, response and recovery.</li> <li>• Attend maritime cybersecurity committee meetings and/or conferences.</li> </ul>	

- Has ability to understand existing network and support upgrades and troubleshooting as needed to minimize impact to business operations.
- Main internal point person for ITS related needs and monitors service requests/incidents
- Manage needs and usage requirements of Audio Visual (AV) equipment which may employ outside consultants for AV requirements.
- Performs other duties as assigned.

**QUALIFICATIONS**

**Working knowledge of:**

- Enterprise email systems, wireless, collaboration tools, management tools, phone systems, cloud-based network features, back-up systems
- Basic accounting principles and budget development
- Maritime business and applicable software/technology

**Thorough knowledge of:**

- Service management theory, practices and current tools/technology used to implement in a large enterprise
- Business analysis
- Project management

**Thorough knowledge of a mix of various technologies and skills from the list below:**

- Database technology
- Network architectures in general
- Impact of network topologies upon application performance
- Application system design
- Data modeling
- Data analysis
- Computer Assisted Software Engineering (CASE) environments

**Comprehensive ability to:**

- Maintain high level of customer service (internally and externally) within a high paced and demanding environment
- Train and supervise staff
- Maintain effective relationships and communication with IT professionals as well as customer/stakeholders
- Develop and sustain teams capable of supporting assigned applications/platforms
- Trouble shoot problems and develop effective resolutions
- Analyze complex procedures and data and develop logical conclusions
- Plan, direct, and organize the work of others
- Prepare and present comprehensive reports and recommendations in written and oral form
- Exercise independent judgment as a manager
- Plan strategically

**Supplemental Information:**

May be required to travel to conduct studies or troubleshoot; to work long hours to resolve production problems or meet project deadlines; and to work nights, weekends, and, holidays on an on-call basis.

**MINIMUM REQUIREMENTS**

**Education/Experience:**

Extensive experience in technical project and development team management including the integration of diverse technologies into a comprehensive system, budget development, and managing customer relations and multiple concurrent projects. Additionally, progressive technical work experience supporting relevant technology leading to journey/lead level expertise as a subject matter expert is required.

**The following are highly desirable:**

Possession of a bachelor's degree from an accredited college or university and/or

Graduate level degree in computer science, information systems, business administration, or a closely related study discipline;

Work experiences in both public and private sectors.

The required knowledge, skills and abilities may also be obtained by a minimum of five (5) years of technical project and development team management experience with additional technical work experience at the journey/lead level in the technology which is being managed.

**Special Requirements:**

Must be able to obtain a Transportation Worker Identification Card (TWIC).

Experience with specific enterprise technology solutions may be required for certain assignments.

**Licenses; Certificates; Special Requirements:**

- Possession of a valid California driver's license and current automobile insurance for the ability to drive District vehicles.