



Supervisor, Information Technology

Plan, coordinate and supervise the operation and maintenance of the District's technology infrastructure. Responsible areas include desktop and mobile computing, server operation and maintenance, network hardware and software support, cybersecurity, and telecommunications. Provide support to end user departments to ensure the efficient use of information technology resources so that District business functions can meet all regulatory requirements while also providing excellent service to the District customer base. Candidates must demonstrate strong technical and analytical skills, along with:

- Bachelor's degree in computer science or related discipline.
- Knowledge of systems analysis and design; application design and development; SQL database design and programming; application development using Visual Studio; Network/firewall device configuration; project management; and website development, maintenance and knowledge of HTML5.
- Knowledge of Microsoft Dynamics GP a plus.
- Prior supervisory experience is preferred.
- Excellent verbal/written communication skills.
- Must possess a valid Driver's License.

Apply in person or send resume to:

North Shore Water Reclamation District
P.O. Box 750
14770 W. Wm. Koepsel Drive
Gurnee, IL 60031-0750
Fax: 847-623-6101
hmail@northshorewrd.org
Equal Opportunity Employer



Protecting Lake Michigan & Our Waterways.

North Shore Water Reclamation District

JOB DESCRIPTION

Title: Supervisor of Information Technology **Department:** Technology Services

Job Purpose Statement: Perform functions to plan, coordinate and supervise the operation and maintenance of the District's technology infrastructure. Responsible areas include desktop and mobile computing, server operation and maintenance, network hardware and software support, cybersecurity, and telecommunications. Provide support to end user departments to ensure the efficient use of information technology resources so that District business functions can meet all regulatory requirements while also providing excellent service to the District customer base.

Reports to: Director of Technology Services

Key Positions Supervisor: Sr. Programmer/Analyst
Systems Administrator

Essential Job Functions:

1. Plan, organize, coordinate and supervise all activities associated with the information technology staff, systems and infrastructure which service the District's departments.
2. Direct and supervise the activities of the IT staff to accomplish departmental goals within District policy guidelines.
3. Develop and maintain effective working relationships with each department to insure technology initiatives are aligned with District business function objectives.
4. Work with District departments to identify opportunities for improvements to District business functions through technology utilization. Develop cost estimates and project plans including design, development and implementation/training along with justification.
5. Function as project manager for approved projects. Assist with problem identification and resolution and follow up, as necessary, to ensure planned schedules and objectives are met. Assign internal technical resources as necessary to support project implementation.
6. Manage system backups and contingency plans to insure business continuity of critical District business systems.
7. Monitor the performance of information technology systems, including applications, network, cybersecurity and telecommunications. Identify bottlenecks and provide recommendations to correct.
8. Respond in a timely manner to systems and/or infrastructure problems. Investigate root causes, determine required corrective actions, and follow through with implementation.

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9. Maintain and support the District developed application portfolio, including the TIMS plant data processing system, maintenance system, LIMS system, Fixed Assets system, District web site and other applications utilized by District staff to perform normal business functions.
10. Maintain and support third party systems including the financial system, user charge system, CAD system, E-mail, VOIP and other programs utilized by District staff to perform normal business functions.
11. Monitor and maintain the District server and data storage infrastructure, including servers, network attached storage, direct attached storage, databases, print servers, backup devices and UPS devices.
12. Monitor and maintain the District network infrastructure, including all Ethernet, wireless, and cellular transmission media along with associated network switches and routers. Identify anticipated increases in network bandwidth based on business drivers and coordinate requirements with telecommunications carriers.
13. Monitor and maintain the District cybersecurity infrastructure, including Active Directory, anti-virus/malware software, and anti-phishing program.
14. Monitor and maintain the District desktop computing infrastructure, including laptop and desktop computers, office productivity suites, desktop and network printers and associated components.
15. Develop departmental O&M and capital budgets and manage expenditures to budget.
16. Respond to emergency calls as needed.

Physical and Visual Activities:

Physical and visual activities that are commonly associated^f with the performance of the functions of this job.

Standing, Walking, Sitting, Lifting, Carrying, Pushing, Pulling, Climbing, Balancing, Stooping, Kneeling, Crouching, Reaching, Handling, Fingering, Feeling, Talking, Hearing, Acuity far, Acuity near, Depth Perception, Field of Vision, Accommodation, Color Vision.

Physical Demands:

Physical demands commonly associated^f with the performance of the functions of this job.

Lift from 5 to 25 lbs up to 10% of the time. Ascend and descend multiple sets of stairs frequently.

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Environmental/Atmospheric Conditions:

Environmental and atmospheric conditions commonly associated^f with the performance of the functions of this job.

Inside conditions, Usual office environment. Occasional exposure to wastewater treatment environmental conditions.

Job Qualification Requirements

Knowledge:

- Read, speak, and write fluent English language.
- B.A. or B.S. in Computer Science, Information Technology/Systems, Engineering or similar. Equivalent work experience may be considered in lieu of bachelor's degree.
- System analysis and design
- Application design and development
- SQL Database Design and Programming
- Application development using Visual Studio
- Network/firewall device configuration
- Project management
- Web site development/maintenance/knowledge of HTML5

Experience: Over 5 years of experience in progressively responsible Information Technology positions including 3 or more of the following:

- Business Systems analysis/design
- Application design/development
- Project Management
- Database design/development/ programming
- Network design/implementation/management
- Data Center operations/E-mail systems
- Cybersecurity
- Prior supervisory experience preferred

Machines, Tools, Equipment, Software:

- Dell/HP Servers running Microsoft Windows Server 2012/2016/2019/2022.
- Networking routers/switches/firewalls and software
- Database software(Oracle and/or SQLServer).
- Desktop/laptop computers running Windows 10/11 with Microsoft Office productivity suite
- Microsoft Active Directory/Exchange Server/Print Servers
- Visual Studio VB or C# client server/web applications development experience

Licenses/Certifications: Valid Driver's License.

Other: