

**PUBLIC UTILITY COMMISSION OF TEXAS
JOB DESCRIPTION**

Classified Title:	Director I-IV	Class Code:	1620- 1623
Working Title:	Information Technology Director	Salary Group:	B26-29
Division:	Agency Operations	FLSA:	Exempt
Division Director:	Chief Operating Officer	Date:	06/16/23

GENERAL DESCRIPTION:

Performs advanced to highly advanced (senior level) managerial and technical duties to include directing the activities and oversight of the Commission's Information Technology division. Work involves establishing goals and objectives; developing guidelines, procedures, and policies; developing schedules, priorities, and standards for achieving established goals; coordinating and evaluating division activities; developing and evaluating budget requests; writing reports; managing IT staff including application development, operations, and support; and monitoring budget expenditures. May lead or oversee technical project or product implementations. Plans, assigns, and supervises the work of others. Work under minimal supervision, with extensive latitude for the use of initiative and independent judgment.

ESSENTIAL FUNCTIONS:

- Plan, organize, schedule, coordinate and control the work supporting large-scale enterprise level information systems. Review and evaluate the status of projects and work.
- Supervise staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and provide recommendations on staffing, budget, performance, and promotions.
- Participate in the selection of candidates for employment as a member or chair of selection interview committees.
- Plan and implement projects and initiatives to attain required objectives within the limits of allocated resources and distribute and coordinate staff assignments to accomplish projects and tasks.
- Evaluate knowledge base and skill level of division staff and establish appropriate training curriculum and monitor progress.
- Oversee the establishment of goals and objectives consistent with division needs and allocated resources.
- Oversee the preparation of training and operational manuals, educational materials, and information programs.
- Participate in forecasting trends and long-term planning for the division; implement long-term plans and use non-traditional, creative approaches to resolving problems.
- Participate in the development of long-term staffing plans in conjunction with management staff.
- Direct the collection and compilation of data for management reports, budget preparation and grant requests and control division expenditures according to allocated budgets and grants.
- Participate in the development of vendor contracts in support of information technology implementations; participate in the development of project business cases, including scope development and high-level work estimates.
- Communicate directly with various divisions and services within the department, with other agencies and subdivisions throughout the state to coordinate activities of division staff.

- Analyze and evaluate the impact of new statutes and regulations on the Commission's information technology activities and coordinate with executive management and division directors to identify and develop cost models for new technology.
- Serve on various committees within the agency, with other agencies and with national groups to integrate information technology activities with other systems as needed to gain maximum value from combined systems.
- Serve as the Information Resource Manager (IRM) as required by the Information Resources Management Act - Government Code, Chapter 2054, Subchapter D, §2054.071.
- Keep abreast of and advise staff on developments and latest trends in the information technology field in order to maintain and improve efficiencies for the Commission.
- Represent the agency or division and maintain liaison with other divisions and state agencies regarding information technology issues; and participate in conferences and serve on committees.
- Responsible for agency-wide telecommunications working with the Department of Information Resources.
- Attend work regularly and observe approved work hours in accordance with agency leave and attendance policies.
- Demonstrate a spirit of teamwork, offering positive and constructive ideas, encouragement, and support to other members of the staff and team, and respond professionally to constructive feedback from others, while upholding the agency's mission and core values.
- Keep management appropriately informed of ongoing activity and critical matters affecting the operation and well-being of the division.
- Adhere to agency personnel policies and division procedures and perform other work as assigned.

REQUIRED MINIMUM QUALIFICATIONS:

- Director I: Graduation from an accredited four (4) year college or university with a Bachelors' degree in Information Technology, Information Management, Computer Science, or related field. ***Additional relevant work experience may substitute for education on a year for year basis.*** Seven (7) years' work experience in an Information Technology role; five (5) years' work experience managing IT, technical and/or project management staff; and three (3) years' work experience in overseeing or managing technical projects and/or significant product implementations.
- Director II: Graduation from an accredited four (4) year college or university with a Bachelors' degree in Information Technology, Information Management, Computer Science, or related field. ***Additional relevant work experience may substitute for education on a year for year basis.*** Eight (8) years' work experience in an Information Technology role; six (6) years' work experience managing IT, technical and/or project management staff; and five (5) years' work experience in overseeing or managing technical projects and/or significant product implementations.
- Director III: Graduation from an accredited four (4) year college or university with a Bachelors' degree in Information Technology, Information Management, Computer Science, or related field. ***Additional relevant work experience may substitute for education on a year for year basis.*** Nine (9) years' work experience in an Information Technology role; seven (7) years' work experience managing IT, technical and/or project management staff; and six (6) years' work experience in overseeing or managing technical projects and/or significant product implementations.
- Director IV: Graduation from an accredited four (4) year college or university with a Bachelors' degree in Information Technology, Information Management, Computer Science, or related field. ***Additional relevant work experience may substitute for education on a year for year basis.*** Ten (10) years' work experience in an Information Technology role; seven (7) years' work experience managing IT, technical and/or project management staff;

and six (6) years' work experience in overseeing or managing technical projects and/or significant product implementations.

PREFERRED QUALIFICATIONS:

- Experience implementing data analytics or a data warehouse solution.
- Experience working with the Texas Department of Information Resources (DIR) and the Shared Technology Services, Cooperative Contracts, or Data Center programs.
- Experience in drafting state-mandated reports including the Biennial Operating Plan and Information Resources Deployment Review (IRDR).
- Experience in overseeing, managing, or implementing information security measures.

KNOWLEDGE, SKILLS AND ABILITIES:

Must possess required knowledge, skills, abilities, and experience and be able to explain and demonstrate, with or without accommodations, that the essential functions of the job can be performed.

- Experience with state agency operations and information technology operations.
- Strong working knowledge of hardware and software systems and functions.
- Ability to oversee, manage, or facilitate projects or major product implementations.
- Ability to gather, assemble, correlate, and analyze facts and devise solutions to administrative problems.
- Ability to comprehend and implement the goals and objectives of the division and to relate these to the Commission's objective and mission.
- Organizational and time management skills.
- Ability to communicate technical and other information clearly and effectively, both orally and in writing.
- Ability to interpret and explain agency policies and procedures.
- Knowledge of the principles and practices of public administration and management.

TELECOMMUTING ELIGIBILITY:

- This position is eligible for telecommuting up to three (3) days a week but may require team members to come into the office for scheduled meetings, and there may be unscheduled requests with appropriate notice for any PUC business need.
- If approved to telecommute, must have a secure workspace with reliable Internet service to perform duties, ability to maintain a reliable consistent work schedule and be available for weekly meetings and group collaboration via Microsoft Teams and other applications during regular business hours.

PHYSICAL AND COGNITIVE REQUIREMENTS AND WORKING CONDITIONS:

The physical and cognitive demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made if needed to enable individuals with disabilities to perform the essential functions.

This position primarily performs sedentary office work. It requires extensive use of computer, copiers, printers, telephone and requires communication with staff and the public. This position also requires cognitive abilities consistent with the essential functions and with the knowledge, skills and abilities; requiring the ability to learn, recall, and apply practices and policies. It requires the stamina to maintain attention to detail despite interruptions.

Work is performed in a standard office environment or secure telework space and requires:

- Regular and punctual attendance.

- Frequent use of personal computer, copiers, printers and telephones.
- Frequent sitting.
- Frequent work under deadlines, as a team member, and in direct contact with others.
- Occasional moving and lifting objects up to 10 pounds.

**PUBLIC UTILITY COMMISSION OF TEXAS
JOB DESCRIPTION ACKNOWLEDGMENT**

INFORMATION TECHNOLOGY DIRECTOR is an at-will employment position. It is, therefore, employment for no specified term of months or years, not under contract, and able to be terminated by the employee or the Public Utility Commission of Texas (PUCT) at any time for any reason other than those prohibited by state and federal law. The PUCT may use a system of progressive discipline prior to or instead of termination, but it is not required to do so.

The information provided below is not to be considered a contract. Its primary purpose is to provide an inclusive job description for the position of **INFORMATION TECHNOLOGY DIRECTOR** of the PUCT. It is also intended to provide background information to any member of the general public regarding the duties of **INFORMATION TECHNOLOGY DIRECTOR**.

An employee, by signing below, acknowledges that he or she has read the entire job description and understands the nature of at-will employment and the duties of the position.

SIGNATURES: *(Please sign and return the signed job description and the electronic file to Human Resources.)*

Employee Name (Print)

Date

Employee Signature