



City of Tempe

PUBLIC WORKS TECHNICAL SERVICES MANAGER

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	638	<i>Department</i>	Public Works
<i>Supervision Level:</i>	Manager	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Environmental Services Manager
<i>Safety Sensitive / Drug Screen</i>	No	<i>Physical:</i>	Yes
Click here for more job classification information including current salary range.			

REPORTING RELATIONSHIPS
Receives direction from the Public Works Director or other management staff.
Provides direct supervision to assigned staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Five (5) years of experience in the development and implementation of technical solutions associated with business software systems, including three (3) years of supervisory responsibility.
<i>Education:</i>	Bachelors’ degree in engineering, computer science, information technology or degree related to the core functions of this position.
<i>License / Certification:</i>	Possession of a valid driver’s license.

ESSENTIAL JOB FUNCTIONS
Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.
To actively support and uphold the city’s stated mission and values. To plan, organize, and provide technical leadership to staff in analysis, design, and implementation of technical solutions in water and wastewater infrastructure including Computerized Maintenance Management Systems (CMMS), Geographical Information Systems (GIS) and Supervisory Control and Data Acquisition (SCADA) and field operations (Fleet and Solid Waste) software systems

OTHER DUTIES AS ASSIGNED
Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Develop and implement a Maintenance and Reliability Plan (MRP) by defining the department's goals, objectives, policies and priorities; establish performance standards, procedures and methods for the department's MRP.
- Collaborate and direct staff in use of computer networks systems, including security, programming, administrative applications, software, and hardware within Municipal Utilities Department;
- Coordinate the integration jointly with the Information Technology Department (IT) of division-specific software, including CMMS, SCADA, Environmental Compliance, Fleet inventory and Solid Waste routing and workforce management into the MRP.
- Work with IT to support city policies and plan department technology; coordinate software, hardware and communication technology rollouts and network testing; maintain coordination of technology efforts and operational needs;
- Coordinate the resolution of long-term or repetitive technical issues affecting reliability of network equipment and operating systems.
- Manage, coordinate and perform research on IT and MRP related projects; collect and organize the necessary data, analyze findings and develop reports and recommendations for changes to procedures and practices; develop predictive and preventative software and asset maintenance programs.
- Collaborate with partners citywide on areas of data transparency, data warehousing analysis and training with a focus on creation and maintenance of operational data dashboards for the department.
- Facilitate maintenance of industrial network, server, storage area networks, cyber security and IT-related infrastructure; coordinate deployment and maintenance of physical/virtual applications, servers, desktops and related infrastructure.
- Coordinate with IT to maintain software license agreements to ensure compliance with legal terms and acceptable use conditions; set and maintain standards for asset data gathering, management and asset renewal goals for the Municipal Utilities Department;
- Supervise staff to organize and analyze relevant maintenance and operational data, including vendors, consultants and contractors.
- Administer section budget by projecting annual operating costs, preparing budget requests, reviewing and approving purchases, overseeing major equipment purchases and monitoring section expenditures.
- Collaborate closely with capital planning personnel to identify short and long-term goals for software and hardware improvements.
- Manage employees by preparing work schedules, providing training and leadership, conducting meetings and participating in the employee hiring process.
- Develop and lead training courses for staff in the operation and use of new programs; attend training sessions and technical meetings as required.
- Manage crisis and incidents in coordination with the Office of Emergency Management and other departments as part of a comprehensive response, providing on-call support during non-business hours daily and/or as needed.
- Oversee the communication with other local and national municipalities and service providers; develop relationships to obtain statistical data; benchmark core industry functions against other local and national industry functions.

- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ : Competencies</p>		

JOB DESCRIPTION HISTORY

Effective September 2023

Revised April 2024 (update job title)

PHYSICAL DEMANDS AND WORK ENVIRONMENT

Job Title: Public Works Technical Services Manager

Job Code: 638

	Never	Occas.	Freq.	Contin.
ENDURANCE / ENVIRONMENT / MOVEMENT	0% of time	1-35% of time	36-65% of time	66-100% of time
Sit				X
Stationary / Stand			X	
Move / Traverse			X	
Machinery*		X		
Electrical*			X	
Power Tools*	X			
Hand Tools*		X		
Personal Protective Equipment*		X		
Respirator*		X		
Airborne Chemical Exposure		X		
Airborne Biological Exposure		X		
Computer Software				X
Physically handling of chemicals		X		
Indoors				X
Outdoors		X		
Around, in or on water		X		
Extreme Heat		X		
Extreme Cold		X		
Office Setting				X
Confined Spaces		X		
Excessive Noise**	X			
Heights		X		
Sewage Exposure		X		
Bodily Fluid or bloodborne pathogen exposure		X		
Bend / Stoop / Twist		X		
Crouch / Squat		X		
Kneel / Crawl		X		
Above Shoulder Level		X		
Below Shoulder Level		X		
Repetitive Arm Use		X		
Repetitive Wrist Use		X		
Repetitive Hand Use		X		
Climb Stairs / Ladders		X		
Neck Range of Motion		X		
Traverse Uneven Surface		X		
Traverse Even Surface		X		

VEHICLE OPERATION	YES	NO
Will this position drive a City vehicle?	X	
Will this vehicle require a Commercial Drivers License?		X

VISION REQUIREMENTS	YES	NO
Close (clear vision at 20 inches or less)	X	
Distance (clear vision at 20 feet or more)	X	
Color (ability to identify and distinguish colors)	X	
Depth Perception (three-dimensional vision, ability to judge distances and	X	
Peripheral (ability to observe an area that can be seen up and down or to the	X	
Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)	X	

Maximum LIFT / CARRY	Lift	Carry	Maximum PUSH / PULL	Push	Pull
5-25lbs			5-25lbs		
26-50lbs	X	X	26-50lbs		
51-75lbs			51-75lbs		
76-100lbs			76-100lbs	X	X

ADDITIONAL CONSIDERATIONS:
- May require working extended hours.
- May work alone for extended periods of time.

*DEFINITIONS/EXAMPLES
Machinery: bucket truck, riding mowers, backhoe etc.
Electrical: wiring, outlets, fuses etc.
Power Tools: push mowers, jackhammers, drills, chainsaw etc.
Hand Tools: hammers, wrenches, shovels, wheel barrels, saws etc.
Personal Protective Equipment: Tyvek coveralls, hard hats, fall protection harness etc.
Excessive Noise exists when you raise your voice to communicate with someone who is 3 ft away.
Respirators: 1/2 face or full-face cartridge.
Hepatitis A and Hepatitis B vaccinations are offered to employees in the OSHA bloodborne pathogens

****Hearing test is required**