



## **Job Opening: Information Technology (IT) Systems Manager**

For full details on the position and directions on how to apply:  
<https://sonomacleanpower.org/job-opportunities>

### **About Sonoma Clean Power (SCP)**

As a community choice aggregator or “CCA,” SCP is a public agency and the default electricity provider for Sonoma and Mendocino counties. We source clean energy from renewable resources—geothermal, water, wind, solar, and biomass—and deliver our power to residents and businesses throughout our service territory. At Sonoma Clean Power, we’re invested in the communities in which we live and work. We deliver services that enhance quality of life through competitive pricing, improved air quality, and energy efficiency. By changing the way residents source and use energy, we’re able to deliver customer programs that make a difference in everyone’s life.

Powered by innovative thinking, Sonoma Clean Power was formed to provide a choice beyond for-profit, investor-owned utilities. Today, SCP is a model for community choice programs throughout California. By providing higher percentages of renewable energy that reduce greenhouse gas emissions, our customers are helping solve the climate crisis at a local level.

### **Summary Description**

The Information Technology (IT) Systems Manager will be responsible for overseeing the information technology systems and services of a mid-size public power provider with approximately 50 employees. The ideal candidate will possess a deep understanding of IT infrastructure, software development, and information security. They will work closely with other departments and stakeholders to ensure that SCP’s IT systems are reliable, efficient, secure and compliant with regulations.

Persons working in this job class will have a wide range of responsibilities related to the development, implementation, and management of SCP’s information technology systems. This portfolio includes computer systems, communications systems, networking, data management, and electronic equipment. The IT Systems Manager will serve as the first point of contact for end-users, provide prompt and knowledgeable IT support, while assuming responsibility for information technology projects, solutions, and general IT needs across the organization.

The position allows some remote work, but is primarily on-location in Santa Rosa, California.

Want to be a part of our dynamic team? Visit [www.sonomacleanpower.org](http://www.sonomacleanpower.org) to learn more about SCP and the differences we are making in our communities!

**To apply, please email a cover letter, resume, and references as a single PDF to:**  
[jobs@sonomacleanpower.org](mailto:jobs@sonomacleanpower.org).

***THE SONOMA CLEAN POWER AUTHORITY IS AN EEO/ADA EMPLOYER***



## **INFORMATION TECHNOLOGY (IT) SYSTEMS MANAGER**

\$120,000 - \$160,000 annually

### **SUMMARY DESCRIPTION**

The Information Technology (IT) Systems Manager will be responsible for overseeing the information technology systems and services of a mid-size public power provider with approximately 50 employees. The ideal candidate will possess a deep understanding of IT infrastructure, software development, and information security. They will work closely with other departments and stakeholders to ensure that SCP's IT systems are reliable, efficient, secure and compliant with regulations.

Persons working in this job class will have a wide range of responsibilities related to the development, implementation, and management of Sonoma Clean Power's ("SCP") information technology systems. This portfolio includes computer systems, communications systems, networking, data management, and electronic equipment. The IT Systems Manager will serve as the first point of contact for end-users, provide prompt and knowledgeable IT support, while assuming responsibility for information technology projects, solutions, and general IT needs across the organization.

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### **REPORTING AND SUPERVISION**

Direct supervision received from the Director of Internal Operations, with supplemental direction from other SCP directors, as needed. This position may provide direction to outside consultants. The primary workplace for this position is at the SCP Business Office and Advanced Energy Center. SCP provides for a flexible schedule with availability to work at home for some shifts with prior approval.

The FLSA status of this position is Exempt.

## ESSENTIAL JOB FUNCTIONS

*These job functions, in general terms, describe the type and level of work performed as well as the responsibilities of employees hired for this position. Management reserves the right to add, modify, change, or rescind the work assignments of any position and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

The IT Systems Manager will:

- Work closely with the Director of Internal Operations and/or their designee to manage all IT-related equipment and peripherals.
- Maintain the highest level of confidentiality in regard to SCP business, finances, security systems, human resources, and politically sensitive matters.
- Manage SCP's IT infrastructure, including servers, networks, software applications, phone systems, video conferencing and streaming systems, public meeting A/V equipment, printers and related equipment.
- Develop and maintain IT policies and procedures to ensure the security and reliability of the information systems and to ensure regulatory compliance for data storage and handling. Oversee compliance with policies and regulatory audit processes.
- Implement and maintain IT projects, including new hardware and software deployments, upgrades, and migrations.
- Monitor and maintain SCP's cybersecurity defenses, including firewalls, antivirus software, and intrusion detection systems.
- Work closely with other departments to ensure that the IT systems meet their business needs.
- Provide technical support and training to end-users on a variety of software and hardware issues.
- Manage relationships with vendors and service providers, including negotiating contracts and resolving issues.
- Develop and manage the IT budget, ensuring that resources are allocated appropriately to meet SCP's strategic goals.
- Troubleshoot and resolve hardware, software, connectivity, and any other issues for staff internally or with the service provider(s).
- Provide excellent internal customer service as the primary contact for end-user devices and help desk duties by phone, email, remotely, and in-person.
- Coordinate the IT portion of employee onboarding and terminations, including procuring, deploying, and receiving necessary equipment.
- Manage, update, and maintain records in the asset management tool.

- Conduct training, and provide education on IT systems, applications, devices, and security to staff.
- Maintain office routers, switches, firewalls, printers, phones, LANs, VLANs, WLANs, and network segments as appropriate.
- Administer and manage Windows and Mac-based computers and tablets.
- Manage the support, licensing, and inventorying of desktop software on Microsoft and Mac devices.
- Administer and maintain VoIP telephone systems.
- Provide timely communication status for any IT service-related downtime.
- Maintain and/or develop technical documentation and user guides, as needed.
- Assist with building energy management software and security systems in coordination with Building Operations Manager.
- Have the ability to understand and adhere to all Personnel Rules and Internal Policies of SCP.
- Maintain accurate records, files, inventory, and cable management systems.
- Develop and implement methods to standardize, simplify, automate, and continuously improve IT processes, tools, and systems, to optimize service levels and control costs.
- Perform other duties as needed.

## **DESIRED KNOWLEDGE, SKILLS AND ABILITIES**

### **Knowledge and Skills:**

- Strong analytical and problem-solving skills, with the ability to think creatively to develop effective solutions.
- Significant working knowledge of Windows and MacOS platforms.
- Network administration functions including configuring firewalls, routers, and L2 switching.
- Experience with Cisco Meraki network switches and firewalls.
- Knowledge in the management and administration of Box.com, Microsoft Office 365, Adobe, Zoom, and other productivity applications.
- Experience with deploying antivirus, antimalware, and endpoint protection solutions.
- Experience installing, diagnosing, and troubleshooting computers, printers, peripherals, and software.
- Demonstrated competency in developing Helpdesk and IT operations best practices.

- Working knowledge of Audio-Visual systems for hybrid conference meeting environments for both in-person and virtual attendees.
- Familiarity working with regulatory requirements for data storage and protection, use of NDAs for data sharing, and audit processes for compliance.

### **Ability to:**

- Troubleshoot and resolve any technical issues with software applications and systems.
- Demonstrate tact, patience, and courtesy with both internal and external stakeholders.
- Communicate effectively in written and verbal form, including the ability to explain technical materials to non-technical users.
- Interact effectively with SCP staff, Committee and Board Members, as well as external vendors and contractors.
- Demonstrate the highest level of confidentiality, integrity, accountability, and judgement.
- Set goals and priorities and carry out multiple assignments concurrently; work using a solutions-based style.
- Stick to strict deadlines while prioritizing day-to-day help desk needs and IT support across the organization.
- Develop high-quality writing, research, and communication work products.
- Understand and carry out oral and written instructions.

### **REQUIRED QUALIFICATIONS**

*Any combination of experience and training that would likely provide required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:*

**Education:** A Bachelor's degree in Computer Science, Information Technology, Systems Administration or a closely related field, or equivalent experience, AND,

**Experience:** Minimum of 5 years of experience in IT management, preferably in a utility setting or another industry with IT regulatory compliance requirements.

### **PHYSICAL AND WORKING CONDITIONS**

*The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions*

*of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Varied environments ranging from normal office environment with exposure to computer screens to public-facing retail/marketplace environment. Work may be performed at public events (fairs, business-to-business events, meeting rooms, farmers markets, etc.) with moderate noise. The noise level in the work environment is usually typical of an office environment. Public events could include loud music or amplified voices.

**Physical:** While performing the duties of this class, employees are regularly required to sit for long periods, walk, and stand; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate audio/visual and standard office equipment; reach with hands and arms. Employees are occasionally required to walk and stand for prolonged periods; stoop, bend, kneel, and twist; lift up to 40 pounds. Employees must be able to communicate in person, in writing, by telephone, and represent SCP in various settings, with management, coworkers, vendors and consultants.

**Vision:** See in the normal visual range with or without correction; sufficient to read computer screens and printed documents and operate assigned equipment.

**Hearing:** Hear in the normal audio range with or without correction.

**Mental:** While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple concurrent tasks; work with frequent interruptions; work under intensive deadlines; interact with SCP managers, staff, vendors and others encountered in the course of work.

**COVID-19:** SCP strives to maintain a COVID-free workplace. To that end, being fully vaccinated is a condition of employment for all our employees unless a medical or religious exemption has been provided prior to the first day of employment.

*SCP actively works to provide an inclusive work environment, where people of different ethnicities, national origins, native languages, races, skin colors, sexes, genders, sexual orientations, ages, physical abilities, genetics, politics, religion, financial wealth, and education feel welcome, safe, and invited to fully participate at every level. SCP further seeks to contribute to a more inclusive and equitable society through our actions, our communication, our policies, and our investments. SCP expects all of its employees to contribute to these goals.*

**SONOMA CLEAN POWER IS AN EQUAL EMPLOYMENT OPPORTUNITY (EEO)/  
AND AMERICAN DISABILITIES ACT (ADA) EMPLOYER**