

# DELAWARE SOLID WASTE AUTHORITY



## JOB OVERVIEW

**TITLE:** MANAGER OF INFORMATION TECHNOLOGY

**REPORTS TO:**  
SENIOR IT OFFICER

**JOB CLASS:** EXEMPT

**LOCATION:** STATEWIDE

**PURPOSE:** This position is responsible for supervising the Computer Support Technician and the Weigh System Support Technician staff and to provide backup for the Senior Information and Technology Officer. This position performs the maintenance, repair and troubleshooting of computer related systems, video surveillance systems, and software at all DSWA facilities.

## JOB DUTIES

### ESSENTIAL TASKS:

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Provides backup for the Senior Information and Technology Officer.
- Supervises the activities of the Computer Support Technicians and the Weigh System Support Technicians.
- Manages the daily operational functionality of the Paradigm Compuweigh and WeighStation Systems at all DSWA facilities.
- Manages the video surveillance systems at all DSWA facilities.

### ADDITIONAL DUTIES:

- Manages the daily updates and maintenance of the Paradigm SQL Servers.
- Troubleshoots and repairs video surveillance systems, cameras and related equipment at all DSWA facilities.
- Installs and configures video surveillance systems, cameras and related equipment at all DSWA facilities.
- Assists in the generation of Compuweigh Reports and tonnage analysis.
- Assists the Weigh System Technician and Compliance department to troubleshoot transactional issues and Weighstation discrepancies.
- Maintains the SQL Server Message Queuing at all DSWA facilities.
- Performs Paradigm System updates and patches at all DSWA facilities.
- Organizes training for new software or software updates.

- Cleans, maintains, and repairs computer-related hardware and systems at all DSWA facilities.
  - Troubleshoots and repairs computer-related systems at all DSWA facilities.
  - Maintains the rotation schedule for scale computer-related systems.
  - Keeps computer-related systems up-to-date with the latest antivirus software.
  - Performs File Server Administration tasks.
  - Evaluates and purchases computer software, hardware and related equipment.
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- Evaluates and purchases video surveillance equipment.
  - Performs other duties as assigned.

## QUALIFICATIONS

### EDUCATION, EXPERIENCE, AND SKILLS:

Graduation from and accredited college or university with a bachelor's degree in computer science, information systems, or related field and 15 years of applicable experience. Minimum of eight (8) years of computer related repair, testing, and maintenance experience.

Possess a valid driver's license, Microsoft Certified Professional (MCP+I) Certification, and + Internet, Microsoft Office Professional Certification.

Must sign a confidentiality statement.

Knowledge of computer hardware and software. Ability to troubleshoot and repair computer hardware and software. Knowledge of video surveillance and related equipment. Ability to troubleshoot, repair, maintain and install video surveillance equipment. Ability to analyze Paradigm Compuweigh, weigh system software, data in order to correct transactional mistakes and to prevent fraud. Knowledge of DSWA scale house procedures. Knowledge of Paradigm weigh system software operation and configuration. Ability to supervise other DSWA employees. Skill in administering Microsoft Servers. Ability to work in a rapidly changing technical environment. Ability to communicate effectively. Ability to create CompuWeigh reports utilizing Crystal Reports software. Ability to administer SQL database software. Ability to work independently. Skill in operating high lift equipment for camera installations and maintenance. Ability to configure and manage Cisco switches and routers. Ability to configure and maintain computer serial devices. Ability to visualize a problem and quickly form a solution or plan of action. Knowledge of component level electronics. Ability to solder electronic components.

### Physical Requirements:

This position requires standing, walking, sitting, gripping or feeling with hands, reaching with hands and arms, climbing or balancing, stooping, kneeling, crouching, or crawling, talking or hearing.

This position requires lifting more than 100 pounds.

This position requires close vision (clear vision at 20 inches or less), color vision (ability to identify and distinguish colors), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

This position risks exposure to indoor environment, outdoor environment, noise, electrical hazards, mechanical hazards, and high lift equipment hazards.

SIGNATURES

*I certify that this description is a true reflection of the major responsibilities, requirements, and duties of this position. This certification is made with the knowledge that the information is to be used for the purposes of selection, classification, appraisal, and compensation.*

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SUPERVISOR

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DATE

*I certify that this description is a true reflection of the major responsibilities, requirements, and duties of this position. This certification is made with the knowledge that the information is to be used for the purposes of selection, classification, appraisal, and compensation.*

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HUMAN RESOURCES

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DATE

*I have read this description and understand the major responsibilities, requirements, and duties of this position.*

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EMPLOYEE

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DATE

*Delaware Solid Waste Authority is an equal opportunity employer committed to achieving excellence and strength through diversity. The Authority seeks a wide range of applicants for its positions so that one of our core values, a qualified and diverse workforce, will be affirmed. Americans with Disabilities Act (ADA) compliance requires the Authority to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.*