

# DIRECTOR OF INFORMATION SERVICES

Irvine Ranch Water District

*(Irvine, CA)*



## THE DISTRICT

Irvine Ranch Water District (IRWD) is a progressive, values-driven agency, with an international reputation for its leading-edge water recycling program, water use efficiency practices, water banking, urban water treatment, and energy storage. Established in 1961 as a California Water District under the provisions of the California Water Code, IRWD is an independent special district serving central Orange County. IRWD provides high-quality drinking water, reliable sewage collection and treatment, ground-breaking recycled water programs, and environmentally sound urban runoff treatment to its customers. As an independent, not-for-profit public agency, IRWD is governed by a publicly elected five-member Board of Directors. The Board is responsible for the District's policies and decision-making. Day-to-day operations are supervised by the General Manager.



### IRWD Corporate Values

Additional information can be found at the District's website: [www.IRWD.com](http://www.IRWD.com).

## THE INFORMATION SERVICES DEPARTMENT

The mission of the Information Services Department is to research, develop, implement and support reliable, secure and cost-effective information systems that improve and enhance current and future business requirements of customers and provide a high level of customer satisfaction. The Information Services Department provides implementation, management, security, and support for the District's information systems, voice, and data communications systems.

## THE POSITION

Reporting to the Executive Director of Finance and Administration, the Director of Information Services ensures the efficient and secure operation of IRWD's complex computer systems, servers, enterprise network infrastructure, other communications systems, and cybersecurity environment to maintain and protect the security and integrity of the District's data and infrastructure. This individual leads a team of 17, including three direct reports; manages an annual operating and capital budget of approximately \$10M and provides excellent service to internal and external customers.

Essential job duties include:

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- **Information Services (IS) Infrastructure** – Provide leadership in setting strategic direction and objectives, design, implementation, execution, maintenance and training of the overall IS infrastructure for the District; monitor changes and advancements in IS technology and make recommendations for implementation to ensure the District remains a world class organization.
- **Information System (IS) User Interface** - Provide leadership and training for technology and platforms to enhance the experience of internal and external customers; establish and maintain operating and development standards and service level agreements under which the department will function and provide service; in conjunction with the IS team, develop, administer, and enforce the District's IS policies and procedures.
- **Cybersecurity** - Ensure the protection of the District's digital data and information systems through frequent and comprehensive reviews of and upgrades to the IRWD Cybersecurity Program; develop and coordinate programs and procedures to ensure overall security, confidentiality, integrity, and accessibility of data and network software.
- **Supervision** - Direct and manage the activities of the IS department; select, train, and review performance of assigned staff; plan and assign work in alignment with the District's corporate values; make appropriate recommendations regarding salary adjustments, promotions, and disciplinary action; develop, administer, and enforce District policies and procedures, including assisting the IS team in the interpretation of existing and the development of new policies and procedures; direct IS-related consultant selection and contracts; support the IS management team in coordinating with and managing external vendors providing IS services and equipment to the District.
- **Administration** - Prepare, present, and control the IS department operating and capital budgets; prepare reports and make presentations to the Board of Directors and the appropriate Board Committee(s) as required; attend regularly scheduled Board of Directors and Board Committee meetings as required and participate as needed; comply with District safety work-related practices and attend relevant safety training.
- **Internal Support** - Collaborate with Senior Management and other staff across the District to maximize understanding of departmental requirements for IS services; align, develop and implement IS solutions that meet these requirements.
- **IS Steering Committee** - Lead the District's IS Steering Committee, which consists of IRWD Senior Management and is structured to facilitate and promote a common understanding of current and future IS initiatives throughout the District.
- **Regulatory Compliance** - Monitor existing and proposed federal, state, and local laws and statutes affecting IS standards; implement changes as necessary.



## THE IDEAL CANDIDATE

IRWD's Director of Information Services performs a role that is vitally important to the District's success and security. The ideal candidate is an information systems expert with extensive management and cybersecurity experience who provides excellent customer service to internal and external customers. This person has practical knowledge of Tier 1 ERP and CRM systems, is a strategic thinker, and stays up-to-date with advancements in technology and issues in the IS realm. Although the incumbent reports to work during normal daytime hours, they are available around-the-clock to respond to emergency situations.

The best qualified candidate will have excellent oral and written communication skills and will be effective in building trust and gaining the cooperation of others through discussion and persuasion. They will demonstrate leadership to District employees by setting an example of dedicated, professional, ethical, safety-conscious, high-performance work in a customer service-oriented environment. Finally, this person will thrive in a progressive, supportive environment where hard-working people and creative ideas are highly valued.

## QUALIFYING EDUCATION AND EXPERIENCE

Requires a combination of education and experience equivalent to a Bachelor's degree in Business Administration, Computer Science, or a related field AND ten (10) years of experience in cybersecurity, applications, network infrastructure, and user support management. A minimum of six (6) years of experience in a supervisory capacity is required.

## COMPENSATION AND BENEFITS

Salary for this position is based on the candidate's qualifications, salary history, and career accomplishments. The current salary range for the Director of Information Services is \$141,648 - \$211,056 per year. In addition, the District provides an excellent benefits package that includes: vacation, holidays and sick leave; choice of HMO and PPO medical insurance plans; employer paid dental plan, vision and life insurance and long-term disability plans; retirement benefits (CalPERS pension plan of 2% @ 62; employees with prior CalPERS or reciprocal membership are eligible for CalPERS pension plan of 2% @ 60 provided the selected candidate has been a CalPERS or reciprocal member within six months of hire date with IRWD); deferred compensation plan with employer-match contributions; retiree health plan; Section 125 Plan; educational reimbursement; cell phone allowance and approximately \$500 per month vehicle allowance. Further details on the compensation package may be obtained through Alliance Resource Consulting.

## HOW TO APPLY

Please apply immediately at [www.alliancerc.com](http://www.alliancerc.com). Resume review will be on-going, and interviews will be scheduled as soon as a sufficient number of well-qualified candidates has been identified. For questions and inquiries, please contact Cindy Krebs at (562) 901-0769 x336 or [ckrebs@alliancerc.com](mailto:ckrebs@alliancerc.com).

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