

**Job Title:** Director of Technology**Job Status:** Full-Time**Department:** Information Technology**Job Grade:** T612**Reports To:** Chief Technology & Security Officer**Work Setting:** On-Site**Pay Status:** Exempt**Date Created/Updated:** 7/1/2024**Location:** Main Office

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### Position Summary

Under the direction of the Chief Technology and Security Officer (CTSO), the Directory of Technology is responsible for assisting in the development and implementation of Technology initiatives that align with both corporate and technology strategic goals. The Director of Technology will oversee the Information Technology (IT), Operational Technology (OT), and Data Strategy departments. The Directory of Technology will be responsible for managing existing technology infrastructure and leading efforts to modernize this infrastructure to support the adoption of emerging technology. The Directory of Technology will ensure project planning and budgeting goals are accomplished, and that technology policies and procedures are being followed, maintaining compliance within the technology departments. The Directory of Technology will assist in the creation and execution of technology road maps to align with corporate planning efforts. Collaborating closely with senior management, the Directory of Technology will leverage technology to optimize business processes while mitigating technology related risks.

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### Essential Duties & Responsibilities

Essential Job Functions:

- Assist the CTSO by developing and recommending a strategic vision, strategic planning objectives, and communicating and implementing NBU's strategic initiatives for the internal operational activities of Information Technology, Operational Technology, and Data Strategy Departments in accordance with policies, goals, and objectives in NBU's Strategic Plan.
- Provide regular reports to CTSO on status of technology projects and department initiatives; seeks guidance as needed
- Monitor and evaluate the performance of reporting department managers and personnel to ensure that established NBU procedures and policies are enforced, achievements are recognized, performance standards are met, and professional growth opportunities are made available.
- Provides advice and policy direction on all matters pertaining to systems development, network security, cost control, quality control, and computing and telecommunications equipment requirements and staffing.
- Provides strategic direction for the development, implementation, and management of the Technology Plan, including direction for future initiatives and changes in system architecture.
- Leads the development and management of the organization's system infrastructure and communication technology to provide the most efficient support for current operations and future Information Technology (IT) and Operational Technology (OT) needs.
- Directs the implementation and deployment of all Technology-related initiatives and projects.
- Oversees the implementation strategy and ensures alignment with the Technology Plan and integration with existing systems.
- Advises directors, managers, and supervisors on technology policy and strategy for maximum utilization of current and emerging technology in their departments and/or programs.
- Analyzes business and organization issues and processes and provides alternatives and solutions for increasing efficiency and effectiveness to enhance interoperability of existing systems.
- Develops and implements measures and programs to evaluate, analyze, and improve its quality of service

and effectiveness system wide.

Forecasts, allocates, and monitors the human, physical, and financial resources for the assigned area.

- Responsible for technology infrastructure and enterprise platform planning.
- Responsible for leading innovative teams to identify and propose emerging technologies to increase productivity and effectiveness in the organization.
- Analyzes business and organization issues and processes, provides alternatives and solutions for increasing efficiency and effectiveness to enhance interoperability of existing systems.
- Supervises, selects, develops, trains, and evaluates personnel
- Identify and obtain training opportunities for staff to create an engaged, knowledgeable workforce.
- Directly and indirectly supervises, trains, and evaluates personnel.
- Manages department budgets and contracts.
- Manages the development and implementation of department goals, objectives, policies, and priorities for each assigned service area; establishes, within company policy, appropriate service and staffing levels; and allocates resources accordingly.
- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; and identifies opportunities for improvement and directs the implementation of changes.
- Acts as official director representative to other directors, explains, justifies, and defends departments programs, policies, and activities; and negotiates and resolves sensitive, significant, and controversial issues.
- Develops short and long-range plans and programs for both hardware and software to include a proactive approach to developing a technology funding and/outsourcing strategy.
- Plans, organizes, and directs the operations of the Technology Departments
- Ensures integrity of technology systems by facilitating timely and appropriate software maintenance/upgrades, hardware/equipment replacements, data storage/backup, and training
- Determining how mainstream and emerging technologies can be used to advance business strategy using trendspotting techniques
- Infrastructure modernization, including hybrid multicloud, edge computing, containerization and automated, programmable infrastructure
- Analyzes, prepares, and submits recommendations for acquisition, applications, and use of data processing equipment and services
- Maintains and creates new methods of communicating critical technology and information systems to both internal and external customers.
- Implements approved recommendations by developing procedures and communications necessary to administer and coordinate data processing services
- Organizes and communicates the workflow of the Technology Departments; makes major changes in structure, methods, procedures, and workflow to reflect staff activities
- Responsible for creating service level agreements that coordinate various data processing services, response times, and service costs; establishes broad priorities and work sequences
- Counsels staff in both positive and negative circumstances; takes or recommends disciplinary actions depending on the severity and frequency of the violation
- Maintains telephone contact with the departments and responds to the needs at all hours as necessary
- Analyzes complex systems and applies technical knowledge
- Participates in planning and audit studies that will establish the automation direction
- Conducts negotiations with vendors on hardware and software applications to ensure the best level of service at the most economical price
- Ensures that all user departments receive work in a timely and accurate manner
- Knowledge of information technology, operational technology, general business practices, and project management.
- Knowledge of utility finance, regulatory, and legislative issues.
- Knowledge of electric utility processes, practices, issues and policies.
- Knowledge of Electric Reliability Council of Texas (ERCOT) operating guides and protocols.
- Knowledge of North American Electric Reliability Corporation (NERC) Reliability Standards.

- Knowledge of quality management methods and ability to implement change and performance goals for continuous improvement.
- Knowledge of advanced data analytics
- Skill in assessing industry trends and responding to industry pressures.
- Ability to coach and develop subordinate staff.
- Ability to understand and explain complex issues to non-utility stakeholders.
- Ability to meet financial and performance objectives.

#### Tactical Work:

- Direct tactical and operational strategy and execution for Information Technology, Operational Technology, and Data Strategy
- Provide expertise in the selection and implementation of software and hard-ware systems.
- Oversee management of capital projects and operations to ensure Technology Systems, Operational Technology, and Data Strategy remain within budget to support fiscal responsibility goals of NBU's Strategic Plan.
- Participate in the development and preparation of short-term and long-term plans and budgets to achieve initiatives in NBU's Strategic Plan supported by Technology Systems, Operational Technology, and Data Strategy.
- Provide regular reports to CTSO on status of technology and department initiatives; seeks guidance as needed
- Identify and obtain training opportunities for staff to create an engaged, knowledgeable workforce.
- Monitor and evaluate the performance of reporting department managers and personnel to ensure that established NBU procedures and policies are enforced, achievements are recognized, performance standards are met, and professional growth opportunities are made available.

#### Core Competencies:

- Ability to communicate effectively both verbally and in writing
- Skill in the use of innovative, forward thinking and creative methods in planning for information management and technology needs relating to the utility industry
- Ability to manage highly complex issues in the context of an overall management team and be action oriented, as well as open to change and innovation
- Ability to take an entrepreneurial approach to problem solving
- Skill in cultivating strong business relationships, working collaboratively, and dealing with large-scale complex technology issue
- Ability to communicate a wide range of complex technical issues, both in writing and orally and in plain language, staff, peers and others

#### General Responsibilities

- Maintains regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines
  - Adheres to NBU safety guidelines and practices at all times and in all situations
  - Maintains a clean and safe work area, office, field site and vehicle as applicable
  - Develops & maintains effective customer service skills for communications with co-workers, customers and the public in general
  - Maintains strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents
  - Adheres to NBU policies and procedures
  - Exemplifies NBU Core Values of Integrity, Stewardship, Team, Culture and Safety
  - Participates in and supports initiatives to reach annual NBU Performance Measures
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## Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors

Other: Educational Requirements: • Background: Utility

Work Experience Time Frame: Five Years or More

Related Experience (5+ years) • Bachelor's degree required.

Field of Study: General Studies

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## Certification and Licensures Requirements

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## Other Minimum Qualifications

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## Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
ArcGIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Other Software Knowledge

Microsoft Office Suite, Municode, ADP

## Experience with Machines, Tools, Equipment and Other Work Aids

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## Physical Demands

### Standing: Occasionally

- Making Presentations
- Observing Work Sites
- Observing Work Duties
- Communication with Co-Workers

### Fine Dexterity: Constantly

- Computer Keyboard
- Telephone Keypad
- Calculator
- Calibrating Equipment

### Walking: Occasionally

- To Other Departments/Office/Office Equipment
- Around Worksite

### Lifting: Occasionally

- Supplies
- Equipment
- Files

### Carrying: Occasionally

- Supplies
- Equipment
- Files

### Sitting: Constantly

- Desk Work
- Meetings
- Driving



Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise and Vibration (sufficient to cause hearing loss)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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### Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other:** Click or tap here to enter text.

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**Primary Work Environment:** Office Environment

**Other:** Click or tap here to enter text.

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### Overall Strength Demands

- Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly

Very Heavy - Exerting 50 pounds constantly

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### Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other:** [Click or tap here to enter text.](#)

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### Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Date