



Job Search Center

IT MDSS Operations, Supervisor-11007813

DEPARTMENT OVERVIEW

IT supports the business vision by improving service quality, increasing capabilities through the development of additional functions, implementing new technology, reducing costs, increasing productivity, and facilitating organizational and business effectiveness through enabling technologies.

POSITION SUMMARY

The IT MDSS Operations, Supervisor supervises the daily operations of production support functions for energy efficiency supporting the Demand Side Systems within the PG&E Customer Care Business. Ensures key process and systems meet the needs of Demand Side Systems project management teams and business partners. Identifies and resolves production issues.

RESPONSIBILITIES

Management/Leadership:

- Supervises the daily operations of production support group.
- Implements policies and procedures for the Demand Side Systems production support function which includes operations development, data center scheduling, installation and re-start and recovery procedures.
- Monitors and reports all production outages.
- Provides technical expertise and guidance to production support staff.
- Ensures compliance with IT processes, policies and standards.
- Tracks and reports issue identification and resolution, root cause analysis, issue trending analysis and service improvement plans.
- Determines business impact of issues and makes recommendations for service improvement plans.
- Identifies and assesses risk of all production support issues. Makes recommendations and implements plans to mitigate risk.
- Establishes individual and organizational objectives that are aligned with organization goals. Implements PG&E practices for EEO, diversity, performance management, development, reward and recognition, and retention.
- Ensures staff has the resources and skills needed to support all work initiatives.

Customer Relationship:

- Works with the IT organization and other stakeholders to develop, prioritize, and resolve production support issues.
- Obtains feedback to ensure that production support meets customer expectations.

****Work location is negotiable, however, the selected candidate is expected to be available for in person meetings in San Francisco 3 days per week.**

Minimum Qualifications Required:

- B.A./B.S. or relevant work experience in information technology, project management and production support or other related area is required.
- Six (6) or more years of experience in production support or other related area is required.
- Deep knowledge of Energy Efficiency business required.
- Knowledge of MDSS demand side application required.
- Familiarity with technology Gas & Electric business processes is required.

Desired Qualifications:

- Demonstrated ability to define the business impact of production support issues.
- Demonstrated ability to effectively navigate complex organizational, process, technical and political challenges with I from manager desired
- Demonstrated competency in leadership, with strong abilities in relationship management.

Pacific Gas and Electric Company is an AA/EEO employer that actively pursues and hires a diverse workforce.

Job Category Information Technology

Primary Location USA-CA-San Francisco

Job Level Supervisor / Team Lead

Schedule Full-time

Travel Yes, 10% of the time