Position Title: Information Technology Operations Manager	**Job Family:** 2
General Classification: Management	**Job Grade:** 39

Definition: Manages the assigned section of Information Systems Operations and/or Network Infrastructure Operations of the Information Technology (IT) Department. Responsibilities include managing assigned staff and operations, planning, budgeting, implementation, coordination, maintenance, and security of Citywide information technology operations; provide organizationwide leadership and advice on technology issues and decisions; coordinate and implement information technology efforts to meet the needs of the City and its operating departments; and performs related work as required.

Distinguishing Characteristics: The Information Technology Operations Manager assumes responsibility for a section and performs general administrative tasks for the Assistant IT Director. The IT Operations Manager reports to the Assistant IT Director and has direct supervision over assigned department staff providing IT support to all City departments and staff. Exercises direct supervision over professional, supervisory, technical, and other support staff.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Analyze, plan, coordinate, schedule, support, and administer the Citywide data and telecommunications network; plan and schedule maintenance/repair activities; and develop programs for routine and preventative maintenance of network and/or server infrastructure systems.

2. Maintain, modify, and assist in desktop computer network configurations and interfaces; provide consultation and technical assistance to departments in the evaluation, acquisitions, and implementation of alternate technologies; and negotiate and administer contracts for hardware and software acquisitions, implementation, maintenance, and consulting services.

3. Oversee the management and performance of server systems, voice, and/or data network as the infrastructure/systems security specialist; maintain the security and accessibility of the systems, voice, and/or data network; and provide redundancy in all mission-critical services within budget constraints.

4. Assist in establishing and implementing short- and long-range goals, objectives, policies, and operating procedures; design and/or participate in the design of mission-critical services; develop architectural, IT policies, and system documentations; and identify and implement other methods of technology in the assigned area of responsibility.

5. Coordinate and manage the team to provide maintenance and update for Citywide telephone and unified communications platforms for all City staff, including mobile devices, collaboration systems, and various other forms of communications equipment/services.

6. Coordinate and manage teams to address the maintenance of environmental and health monitors for all network and systems locations, ensuring the health of the automated emergency management system, notification and log-in services, security information and event management systems, and other internal monitoring systems.

7. Recommend new/revised rules, regulations, policies, and procedures relative to the use of City systems and network applications; and develop guidelines for project control, data and equipment security, information privacy, and internal controls.

8. Assist in the ongoing development and implementation of the City's Disaster Recovery/Business Continuity Plan; provide input into planning activities; and participate in disaster recovery scenario, testing, and training.

9. Assist in the development of the department budget; prepare cost estimates and specifications regarding acquisition, installation, operation, and maintenance of hardware and software; and document system requirements and negotiate with vendors for consulting services, hardware, software, and training for City staff.

10. Monitor project budgets and execute technical work for all IT Capital Improvement Program projects to ensure project is completed and remains on budget.

11. Supervise, train, and evaluate assigned staff; assist employees with problems and provide recommended solutions; perform employee performance evaluations; oversee the work of IT consultants in the installation, maintenance, and servicing of systems and applications; inspect work by employees and vendors, in progress and upon completion, to ensure compliance with standards and specifications; and advise customer departments of work in progress, operating problems, and actual or potential delays.

12. Coordinate and oversee projects with other City work units and outside contractors; assist in the determination of the need for use of contractors; prepare contract documents, vendor qualifications and Requests for Proposals, specification, and requirements; participate in vendor/contractor selection; and administer contracts.

13. Maintain knowledge of industry development and technology; maintain expertise in City-standard hardware and software products and awareness of advances in technology as they relate to City needs and objectives.

14. Respond to elevated questions, complaints, and emergency calls and take appropriate courses of action.

15. When assigned to the management of support operations, oversee the service desk staff, performance service metrics, and escalation of service issues from City staff in regard to service levels; and ensures IT maintains high standard of customer service through constant reviews of the Service Desk Ticketing system.

16. Provide computer training classes to IT and City staff.

17. Perform other related duties as assigned.

Minimum Qualifications:

Knowledge of: Principles and applications of information technology tools, including planning and development of information and telecommunications systems applicable to municipal government and similar service-based organizations; principles and practices, methods, equipment, materials, and techniques used in system network applications; network concepts, including topologies, protocol, firewalls, security, hardware, and software; system analysis and development principles, practices, methods, and techniques; functions and operations of various database management systems; basic systems, architecture, and integration constructs; network and computer operating systems; principles of IT management and standard IT principles and practices; business process analysis or reengineering an appropriate application of technology as a solution to operating/process issues; project management concepts and tools; principles and practices of leadership, supervision, training, and personnel management; safe work practices and procedures and applicable laws and regulations governing job safety and the work environment; contract documents and specifications; correct English usage, including grammar, spelling, and punctuation; report and letter writing; administration of remote access utilities; customer service techniques; current trends and development in the field of computer technology; modern office procedures, methods, and computer equipment; budgeting, accounting, and purchasing methods; and principles of business mathematics and effective methods of recordkeeping.

Ability to: Plan, organize, manage, and evaluate the activities of professional, technical, and administrative staff of assigned section(s); demonstrate effective leadership qualities, including interpersonal communication and strong emotional intelligence; work independently with minimal supervision and use considerable judgment and initiative; capacity to build consensus and motivate and engage employees, develop, and implement programs, projects, and procedures; identify, analyze, and assess desktop computer and network administration problems and take appropriate corrective actions; install, monitor, modify, and maintain systems, software, and prepare complex computer programs for

business applications; analyze and evaluate software and hardware products and upgrades; maintain a current understanding of technological advancements and trends; read, interpret, and apply complex technical information; explain technical concepts in nontechnical terminology and train others in the operation and application of desktop computer systems; manage multiple projects simultaneously and be sensitive to deadlines and changing priorities; coordinate and represent section operations, programs, and policies with City departments and staff; negotiate contracts with and coordinate consultants and vendors; document procedures on implementation and operation requirements of the system; select, train, supervise, and evaluate assigned staff; model and promote a respectful and professional work environment and culture; prioritize workload of self, staff, and the section; express ideas effectively in writing and oral communications/presentations; provide good customer service; and establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training Guidelines: A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

Five years of experience in private- or public-sector positions which includes two years of supervisory responsibilities, evidencing the ability to assume and successfully perform the responsibilities of the IT Operations Manager; a bachelor's degree in computer science, information technology management, or a closely related field; and experience, strategic planning, and implementation of complex information technology systems.

Required Licenses or Certificates: Valid Class C California Driver License. This position may require one or more professional certifications or equivalent training and experience: Microsoft Certified Associate, Microsoft Certified Expert, Cisco Certified Network Professional, or Cisco Certified Internetwork Expert technology certifications.

Working Conditions: This position may be required to work extended or irregular hours for critical issues. May need to be available for contact after normal business hours.

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HRD/CLASS SPECS
Information Technology Operations Manager