

**CITY OF MOUNTAIN VIEW  
CLASS SPECIFICATION**

<b>Position Title:</b> Information Technology Operations Manager	<b>Job Family:</b> 2
<b>General Classification:</b> Management	<b>Job Grade:</b> 39

**Definition:** Under general direction of the Information Technology (IT) Manager, manages the technical operations of the IT Department; plans and implements section activities; supervises assigned staff; provides leadership and advice on technology issues and decisions; coordinates and implements IT efforts with department heads and staff; ensures systems development proceeds in a logical integrated fashion to meet the needs of the City and its operating departments; performs related work as required.

**Distinguishing Characteristics:** The IT Operations Manager is responsible for managing the engineering and network system administration of the IT Department. This position is distinguished from that of the IT Manager in that the latter has overall responsibility for the management of the entire IT Department.

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

1. Analyzes, plans, coordinates, schedules, supports, and administers the City-wide data and telecommunications network; plans and schedules maintenance/repair activities; develops programs for routine and preventative maintenance of network systems.
2. Maintains, modifies, and assists in desktop computer network configurations and interfaces; provides consultation and technical assistance to departments in the evaluation, acquisitions, and implementation of alternate technologies; negotiates and administers contracts for hardware and software acquisitions, implementation, maintenance, and consulting services.
3. Oversees the management and performance of voice and data network as the network security specialist; maintains the security and accessibility of the voice and data network; provides redundancy in all mission-critical services within budget constraint.
4. Assists in establishing and implementing short- and long-range goals, objectives, policies, and operating procedures; designs and/or participates in the design of mission-critical services; develops architectural, IT policies and system documentations; identifies and implements other methods of technology in the assigned area of responsibility.

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5. Monitors, manages, and maintains City-wide telephone and unified communications systems for all City staff. This includes the Blackberry Enterprise services, the integrated Unified Messaging system, and various other forms of communications equipment.
6. Monitors, manages, and maintains environmental and health monitors for all network locations, including the health of the automated emergency management system, notification and log-in services, and other internal monitoring systems.
7. Recommends new/revised rules, regulations, policies, and procedures relative to the use of City systems and network applications; develops guidelines for project control, data and equipment security, information privacy, and internal controls.
8. Assists in the ongoing development and implementation of the City's Disaster Recovery/Business Continuity Plan; provides input into planning activities; participates in disaster recovery scenario, testing, and training.
9. Assists in the development of the department budget; prepares cost estimates and specifications regarding acquisition, installation, operation, and maintenance of hardware and software; documents system requirements and negotiates with vendors for consulting services, hardware, software, and training for City staff.
10. Monitors project budgets and executes technical work for all IT Capital Improvement Program projects to ensure project is completed and remains on budget.
11. Supervises, trains, and evaluates assigned staff; assists employees with problems and provides recommended solutions; performs employee performance evaluations; supervises IT consultants in the installation, maintenance, and servicing of systems and applications; inspects work by employees and vendors, in progress and upon completion, to ensure compliance with standards and specifications; advises customer departments of work in progress, operating problems, and actual or potential delays.
12. Coordinates projects with other City work units and outside contractors; assists in the determination of the need for use of contractors; prepares contract documents, vendor qualifications and Request for Proposals, specification, and requirements; participates in vendor/contractor selection; and administers contracts.

13. Maintains knowledge of industry development and technology; maintains expertise in City standard hardware and software products and awareness of advances in technology as they relate to City needs and objectives.
14. Responds to questions, complaints, and emergency calls and takes appropriate courses of action.
15. Handles escalation of service issues from City staff in regard to service levels; ensures IT maintains high standard of customer service through constant reviews of Magic Help Desk Ticketing system.
16. Provides computer training classes to IT and City staff.
17. Performs related work as required.

**Minimum Qualifications:**

Knowledge of: Principles and applications of IT 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 system; principles and practices of 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 utility; 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 perform the work of the assigned sections; work independently with minimal supervision and use of considerable judgment and initiative; 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

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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 system; manage multiple projects simultaneously and be sensitive to deadlines and changing priorities; negotiate contracts with and coordinate consultants and vendors; document procedures on implementation and operation requirements of the system; 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; experience and strategic planning and implementation of the information system technology is highly desirable.

**Required Licenses or Certificates:** Valid Class C California Driver License. This position may require one or more of the following certifications or equivalent training and experience: MCSE, CCNE, CCDA, CCDP, and CCIE technology certifications from Microsoft and Cisco.

**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.

Established: July 31, 2008

Revised: October 8, 2010

HRD/CLASS SPECS

Information Technology Operations Manager