ASHEVILLE, NORTH CAROLINA

Classification Specification

Manager, IT Operations
Job Code: 2535
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to supervise day-to-day operations and staff involved in providing a variety of technical support regarding City computer and network servers and systems.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; develops and oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; provides progress and activity reports to management; and updates and maintains

department standard operating procedure manuals.

Supervises the monitoring of servers, networks, and computer systems for performance issues: receives, reviews and assesses system data, error logs, user reports; evaluates information to determine performance and effectiveness; and identifies needed changes, modifications, repairs, and/or enhancements.

Oversees projects assigned to work unit: monitors tasks, schedules, budgets, communication, personnel, and deliverables; identifies and mitigates projects risks; resolves technology problems; leads development and design of system and network architecture and enhancements; ensures all work activities are in compliance with established standards, requirements, policies and procedures; and coordinates the development and implementation of project plans, specifications, goals, objectives, strategies, and time lines.

Supervises the provision of end-user technical support: monitors receipt, distribution, and resolution of work orders to ensure compliance with service level agreements; receives and responds to complex and escalated issues; troubleshoots and resolves problems; escalates problem to vendors as appropriate; provides information and documentation regarding technical issues,, policies, procedures and service protocols; ensures continual operations of servers, networks, and computer systems; and utilizes diagnostic tools and other resources as appropriate.

Manages system upgrades: monitors processes and systems; monitors performance and space requirements; plans upgrades to and migration of various system components; tests system upgrades; identifies, troubleshoots, and repairs problems; manages technical limitations of each application; ensures current or future system upgrades and migrations are in compliance with infrastructure changes and system compatibilities; manages server migrations to the virtual environment; and ensures stability and usability through upgrades and migration processes.

Develops, recommends, updates, and implements policies, procedures, and guides for area of assignment: reviews efficiency and effectiveness of operations, methods, processes, and procedures; develops and implements policies, work processes, service level agreements, and guides for users and technicians; provides detailed and technical information concerning system and technology standards, requirements, specifications, timelines, systems, programs, and objectives, as well as applicable laws, ordinances, rules, regulations, policies and procedures; and ensures assigned work activities comply with department and City policies and industry best practices and standards.

Supervises vendor contracts and relationships: develops requests for proposals; reviews bids; makes recommendations regarding vendor selection; negotiates contracts; monitors contractors/vendors for compliance with contracts; and communicates with vendors and end users to resolve service and compliance issues.

Assists in the development and preparation of the annual budget for assigned technology functions and projects; recommends budget outlays for staffing, equipment, service provision, and capital needs; processes purchase orders and invoices; monitors expenditures to ensure compliance with approved budget; and prepares and maintains related budget and financial documentation.

Maintains an awareness of new applications, technologies, technical methods, trends, and advances in the profession; reviews professional publications, technical manuals, and websites to increase knowledge of providing technical support and network operations; and attends conferences, workshops, and training sessions as appropriate.

Communicates with supervisor, subordinates, other City employees, third party service contractors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, systems reports, timesheets, contracts, budget reports,

performance reviews, policies and procedures, user guides, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review or modify data, utilizing word processing, spreadsheet, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Computer Science, Information Technology, or a related field required; supplemented by five years of experience in providing end-user technical support, information technology project management, or systems analysis and maintenance, to include lead or supervisory experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: None.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools and/or materials requiring complex and/or rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving broader aspects of organizational programs and operations, moderately unstable situations, or the direction, control and planning of an entire program or set of programs.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.