

**CLASS SPECIFICATION
IT Operations Manager**

FLSA Status: Exempt
Union Representation: Nonrepresented/Incumbents hired after January 4, 2008 are exempt from Civil Service (Ordinance 181459)

GENERAL PURPOSE

Under general policy direction, manages the activities of the Bureau of Information Technology's (BIT) operations units, which includes applications development, desktop and network support, technical services and data center units; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

BIT Operations Manager is responsible for managing, directing and integrating diverse information systems and technology programs and services for the City, including applications development, desktop and network support, technical operating systems and data communications systems and technology. The incumbent also develops and monitors annual work programs. Assignments are broad in scope and allow for a high degree of administrative discretion in their execution.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, organizes, controls, integrates and evaluates the work of the assigned staff; with staff, develops, implements and monitors annual work plans to achieve bureau mission, goals and performance measures; manages the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve City and bureau goals, objectives and performance measures consistent with the City's quality and citizen service expectations.
2. Plans, organizes, manages and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with City Charter, Code, human resources policies and labor contract agreements.
3. Provides leadership and works to develop and retain highly competent, service-oriented staff through selection, compensation, training and day-to-day management practices that support the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.

4. Assists in monitoring industry trends; evaluates the uses of emerging technology in meeting long-term City business and operating strategies; assists in the study of new technology to determine its utility, consistency with bureau technology standards, relevance for meeting City business and operational requirements and expected return on investment; assists in the recommendation and implementation of long-range technology direction and strategies; establishes hardware and software standards for general use.
5. Provides and manages the delivery of internal consulting services on information technology issues; works with bureau directors and managers to evaluate current and anticipated information systems and technology requirements and examines the feasibility of alternative conceptual approaches to meeting such requirements; works with bureaus to prioritize applications development and technology upgrade requests; recommends approaches and action plans that will produce maximum return on City technology investments; promotes the uses of sound technology.
6. Develops and reviews reports of findings, alternatives and recommendations involving a broad range of complex technology and information system support issues; makes presentations to City management and others on technology projects and bureau operations; monitors developments related to information technology and evaluates their impact on City operations and programs; recommends policy and procedural improvements to CIO.
7. Manages and oversees the delivery of applications development, network, computer operations and technical user support services to all bureaus; manages the development, enhancement, quality assurance testing and installation of new applications and systems upgrades and the installation, implementation and conversion to new programs and hardware; ensures that bureau documentation standards are met; negotiates and manages service and performance agreements with customers.
8. Manages and oversees the development and maintenance of major databases and various data repositories; manages the establishment of data standards, data ownership and data access and security protocols.
9. Manages the development, maintenance and administration of City network infrastructures and Internet services; ensures that network architectures meet bureau standards and City operational requirements.
10. Manages operation of the City computer center, ensuring that established system reliability, backup and recovery standards are met; evaluates and recommends major hardware upgrades; manages the provision of user support services, including hardware and software repair and maintenance and help desk services.

OTHER DUTIES

1. Represents the City on technical advisory committees and standards committees; participates in national IT-related committee work and state legislative activities related to IT-issues.

2. Prepares and reviews statistical reports and technical publications; manages the maintenance of department files and records.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles, practices and techniques of information technology management, including applications design, hardware and software options for business, engineering and operations applications and the cost-benefit of systems alternatives.
2. Trends and directional developments in information technology as they apply to formulating technological solutions to corporate enterprise objectives.
3. Customer relationship management and internal consulting concepts and practices.
4. Principles, practices, methods and techniques applicable to long-range and strategic technology planning.
5. Project management tools and techniques, including project cost accounting and project change management and control.
6. Systems integration and optimization design concepts and techniques.
7. City operations and functions and associated information systems and technology issues.
8. Principles and practices of public administration, including budgeting, purchasing and maintenance of public records.
9. Research methods and statistical analysis techniques.
10. Principles and practices of sound business communication.
11. Principles and practices of effective management and supervision.
12. City human resources policies and labor contract provisions.

Ability to:

1. Plan, organize, integrate and manage systems development, administration and computer operations programs and services.
2. Identify information management and technology issues and opportunities, analyze problems and alternatives and develop sound conclusions and recommendations.

3. Collaborates in the analysis of client business and technology needs, formulate conceptual frameworks and application of state-of-the-art technology to developing integrated, efficient and cost effective solutions.
4. Provide leadership in evaluating complex technology strategies and developing approaches that maximize return on investment.
5. Set priorities and allocate resources to meet client needs in a timely, effective manner.
6. Exercise project management tools and techniques to ensure projects are completed on time and budget.
7. Understand, interpret, explain and apply City, state, and federal policy, law, regulation and court decisions applicable to areas of responsibility.
8. Present proposals and recommendations clearly and logically in public meetings.
9. Represent the City effectively in meetings on a variety of technology issues.
10. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials appropriate to both technical and non-technical audiences.
11. Exercise sound, expert independent judgment within general policy guidelines.
12. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations
13. Establish and maintain effective working relationships with all levels of City management, other governmental officials, employees, vendors, the public and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in management information systems, computer science, business administration, or a closely related field; and at least seven years of progressively responsible information systems experience, at least three of which were in a management capacity; or an equivalent combination of training and experience. Experience in a governmental setting is preferred. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02

Revised:

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following class(es):

0934 CHIEF BUREAU OPERATIONS MANAGER. Adopted: 07-01-00; Revised: 07-01-00, 07-18-00
June 2009 - Change Job Class number from 7512 to 30000617, due to system change.