

INFORMATION TECHNOLOGY OPERATIONS MANAGER

FUNCTION OF THE JOB

Under direction of the Chief Information Officer, the Information Technology Operations Manager oversees aspects related to the information technology infrastructure which includes, but is not limited to data center operations, server and system support, network architecture design, end user device support and maintenance, license administration, cyber security, telecommunication technologies, and network administration; supports functions as the Information Security Officer for the County; performs responsible supervisory and advanced professional work in planning, managing, and directing the integration of Countywide automated systems; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Directs and coordinates a comprehensive program for the planning, implementation, and on-going support of the County information technology infrastructure, including servers, network, data center operations, cloud environment operations, telecommunications, and end user device environment for all County departments.
2. Directs and coordinates all associated efforts in the development of information technology infrastructure standards, matching technology to business needs as they evolve, while maintaining the highest level of availability of systems to County users.
3. Directs and coordinates all associated efforts to provide security for all networks and systems, and to ensure compliance with all applicable laws.
4. Directs, implements, and maintains systems, data and operational documentation procedures and formats for all County information technology infrastructure and systems.
5. Directs the maintenance of the business continuity process for information technology, ensuring all required recovery processes are documented and functional upon demand.
6. Directs the development and maintenance of written policies, procedures, and standards covering all aspects of information technology operations.
7. Develops the Information Technology Operations budget alongside the Chief Information Officer for the coming year and during that year, administers costs and expenses against that budget.
8. Conducts research and evaluation of trends in computer hardware and software, networking and system support; makes appropriate recommendations and implements required changes.
9. Oversees the relationship with all outsourced technical functions related to Information Technology operations.
10. Selects, assigns, evaluates, supervises, trains, and manages personnel.
11. Establishes and maintains effective working relationships with staff and other employees at all levels of the County, vendors, consultants, and the public.
12. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Thorough knowledge of computer systems, network administration, network security and compliance, and systems administration.
2. Thorough knowledge of data management principles and practices.
3. Thorough knowledge of data center administration.
4. Thorough knowledge of modern principles and practices of information technologies.
5. Considerable knowledge of modern administrative, budgetary, managerial, and supervisory principles and practices.

QUALIFICATIONS

Essential Knowledge and Abilities (continued)

6. Ability to gather, analyze, and evaluate data; maintain accurate and detailed records; and prepare comprehensive recommendations and reports.
7. Ability to analyze complex problems, procedures, and data and follow through to provide solutions.
8. Ability to coordinate and direct concurrent projects.
9. Ability to lead and/or participate in work groups; and to plan and manage projects.
10. Ability to plan, organize, and effectively carry out a variety of assignments and projects.
11. Ability to initiate, develop, implement, and administer policies, procedures, budgets, and strategic plans, and to evaluate their effectiveness.
12. Ability to communicate effectively, both orally and in writing, and to effectively present ideas, concepts, and recommendations.
13. Ability to prepare and maintain accurate and complete records and reports.
14. Ability to plan, organize, assign, supervise, and review the work of others.
15. Ability to establish and maintain effective working relationships with staff and other employees at all levels of County government, vendors, consultants, and the public.
16. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.

Training and Experience

1. Graduation from a recognized college or university with a bachelor's degree in business or public administration, computer science, or a closely related field.
2. Four (4) years of progressively responsible professional work experience in the Information Technology field, two (2) years of which must be as a senior network administrator, senior systems administrator, computer operations manager, or data center manager.
3. A master's degree in an area listed above may substitute for one (1) year of the work experience requirement.