Position Description

| Job Title | Technical Operations Manager |
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| **Department** | Information Technology |
| **Exempt/Non Exempt Status** | Exempt |

## Scope of Work

 The Technical Operations Manager is a leadership position in the IT department and is responsible for planning, coordinating, and executing organizational technical processes from start to finish, and maintaining the short- and long-term operational goals of the department. This position is responsible for making sure that all staff is working strictly within technical guidelines of project management and operational governance.

The Technical Operations Manager works with various technical staff, including system engineers, project managers, developers, and outside clients. Since this is a leadership position, technical operations managers are responsible for advising technical staff in times of uncertainty; this requires excellent communication and team building skills. This role will also ensure all support and operational requirements are considered as part of the overall IT solution portfolio. Success is measured on SLA achievement, improvement, availability, quality, consistency and performance.

The Technical operations manager also performs complex skilled work in the design, installation, configuration and maintenance of the City's computer hardware, software and security systems, including the development of network security, business continuity/disaster recovery policies and procedures., and trains and supervises the IT staff in its provision of services in support of the City's technology goals and objectives.

## Supervision

| Received | Director of Information Services |
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| **Exercised** | Supervises up to 15 full time (or full time equivalent) employees |

**Essential Job Functions The job functions listed herein are neither exclusive nor exhaustive, but are intended to be illustrative of the types of tasks the employee will most likely be expected to perform on a regular basis. The employee may be asked to perform different or additional tasks than the ones listed here, as the needs of the employer and/or the requirements of the position change.**

1. Responsible for Performance Reviews of IT departmental staff: analyze employee performance data to identify skill gaps and optimize employee development, tracks progress on measured organizational alignment and progress against goals. Align individual and team objectives with organizational strategy and manage employee performance and career goals.
2. Ensures that all systems are working at optimal levels, offers support to application development department regarding new technologies and system requirements.
3. Manages the design, maintenance, development and evaluation of infrastructure systems, including LANs, WANs, internet, intranet, security, wireless and other systems.
4. Designs and implements strategic plans to ensure technical infrastructure capacity meet existing and future growth requirements, managing risks to IT operations.
5. Manages, monitors and maintains quality service levels for the technical infrastructure network.
6. Develop, implement, and maintaining service management practices that will better address the goals and missions of City departments.
7. Works directly with other departments to understand their departmental goals, mission, and how IT services help operations, and identify and implement new systems to achieve goals and missions.
8. Acts as lead technical support go-to and handles difficult troubleshooting tasks.
9. Develop plans for implementing service management initiatives/processes that aligns with the overall departmental goals/objectives for service management.
10. Works directly with the IT Director in developing annual budgets, and forecasting future budgets.
11. Assists the Director in preparing RFPs, bid proposals, contracts, scope of work reports and other documentation for infrastructure projects and associated efforts.
12. Responsible for Performance Reviews of IT departmental staff: analyze employee performance data to identify skill gaps and optimize employee development, tracks progress on measured organizational alignment and progress against goals.
13. Performs routine preventative maintenance and monitoring on all servers and storage devices.
14. Works directly with the IT Director and the ITB in the development of IT Policies.
15. Responsible for making sure that all staff is working strictly within technical guidelines of project management and operational governance.
16. Manages the daily technical operations of the department
17. Manages relationships and communications with vendors.
18. Provides guidance and leadership on all technical issues, project requirements gathering
19. Maintain a redundant 24x7 accessible network for protective services, as well as assisting them in meeting federal government policy mandates.
20. Accountable for the following ITIL management process areas: Problem, Incident, Change, Release and Deploy
21. Serve/Delegate role of Major Incident Manager (MIM) for Production Critical or Disaster relevant incidents and escalate when necessary.
22. Liaise with strategic partners for prompt rectification of any problems or emergencies.

## Other Job Functions

23. Participates in on-call rotation, requiring a pager to be carried.
24. Answers Help Desk phones and assists in resolving customer issues.
25. Performs related duties as assigned

## Requirements of Work

Graduation from an accredited college or university with a Bachelor's Degree in computer science, technical communications and internet operations, plus at least 10 years of experience in administering, designing, implementing and supervising a computer wide area network and related infrastructure including security (Master's Degree may substitute for 2 years of experience) with at least 5 years in a managerial or supervisory position preferred; or any equivalent combination of training and experience which provides the following knowledge, ability and skills:

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| **Knowledge of** | <ul><li>The City's organizational goals and objectives.</li><li>Service and application delivery.</li><li>ITIL Lifecycle</li><li>Budget analysis, with emphasis in municipal operations.</li><li>All network security areas to ensure compatibility with new applications, technologies, control of user access, security and integrity of City data.</li><li>Computer automated software and operating software.</li><li>Personal computers and network operating systems; mainframe applications, midrange and microcomputer hardware and software and database languages, and other development tools.</li><li>The principles of financial administration and the ability to apply them.</li></ul> |
| **Ability to** | <ul><li>Train users in Office Word processors spreadsheets, desktop publishing and other database and operating systems and development tools.</li><li>Provide instructions and guidance on suitable assignments to computer operators and other City department users.</li><li>Exercise independent judgment and provide appropriate guidance on all matters involving City computer operations.</li><li>Work independently and make sound decisions in accordance with Department and City policies, regulations and procedures.</li><li>Develop policies and procedures instruction and training materials and written manuals for all IT operations, for use by City employees and other public users.</li><li>Produce long range comprehensive plans for technological projects that are in the best interest of the City's residents and within the City's budgetary constraints.</li><li>Recognize problems and take corrective actions; prepare policy and procedure changes for management approval.</li><li>Work with and maintain sensitive and confidential information.</li><li>Give instructions, make suitable work assignments and supervise the work of others.</li><li>Establish and maintain effective working relationships with high level officials, department directors, coworkers and the public.</li><li>Prioritize workload; manage competing deadlines and execute tasks under pressure and in emergency situations.</li><li>Work a variety of hours.</li></ul> |
| **Skill in** | <ul><li>The installation and maintenance of a variety of computer systems, network servers and all related hardware.</li><li>All aspects of physical communications media, data communication protocols, and hardware.</li><li>Analyzing problems and developing and implementing appropriate solutions.</li><li>Project management.</li><li>National Incident Management System (NIMS)</li><li>Budget preparation, analysis and management.</li><li>Critical Thinking</li><li>Oral and written communications.</li></ul> |

| • Public relations. |
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## Necessary Special Requirements

==ITIL==, Project Management Certifications, ==NIMS ICS== ,CompTIA; on-call rotation; ==valid Wisconsin driver's license; ability to pass a criminal and financial background check.==

## Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- Specific vision abilities required by this job include close vision and the ability to adjust focus; prolonged visual concentration is required.
- While performing the duties of this job, the employee frequently is required to sit, stand, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee is occasionally required to walk; climb or balance; stoop, kneel, crouch, or crawl.
- The employee may frequently be exposed to noise, electrical currents, heat, cold and other unpleasant or hazardous conditions.
- The employee must occasionally lift and/or move up to 50 pounds.