

## **CLASS TITLE: INFORMATION TECHNOLOGY MANAGER - OPERATIONS**

**PURPOSE OF THE CLASSIFICATION:** Under general direction is responsible for the planning, development and management of an assigned section in the IT (Information Technology) department including managing city-wide applications; installation of hardware equipment, software applications and related maintenance agreements; managing customer service, incident management, procurement and asset management services; providing enterprise security; developing and enforcing city-wide policies and procedures; managing city-wide data networks and operations and performs other related assigned duties.

### **ESSENTIAL TASKS:**

- Supervises staff to include prioritizing and assigning work, ensuring staff is trained; conducting performance evaluations; ensuring that employees follow policies and procedures; and making hiring, termination, and disciplinary recommendations.
- Provides planning, management and implementation of technology projects and functional operations; monitors operational performance; evaluates needs and allocates operational and project resources; develops functional processes and implements and maintains technology solutions to meet organizational requirements and to maximize the utilization of resources. Ensures compliance with applicable regulations. Prepares and reviews service reports
- Consults with internal stakeholders, staff and external resources to identify and resolve or mitigate operational and/or project issues; develops, manages and implements strategy, policies and procedures to address issues, maximize operational efficiency, and to ensure quality, security and data integrity.
- Researches, evaluates alternatives and recommends the development and/or acquisition of technologies to address short and long-term needs.
- Administers and assists with proposal request process, bid solicitation and proposal evaluation; negotiates and monitors contracts
- Assists with the preparation and administration of the budget; reviews and authorizes expenditures; and monitors budgetary compliance
- Monitors achievement of plans and objectives; prepares and presents project and operational status reports; and plans and implements training and communications
- Develops policies, procedures and programs related to section being managed
- Must report to work on a regular and timely basis

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

### **QUALIFICATIONS:**

Training and Experience: Bachelor's Degree in Science, Technology, Engineering, Math (STEM) field or business-related field and 7 years of experience related to area of assignment and 3 years leadership experience including personnel management and development; or, an equivalent combination of education and experience per Personnel Policies and Procedures, Section 128.

Employee will be eligible for the equivalent of a one-step pay increase following the completion of two (2) years of time in grade and completion of ITIL (IT Infrastructure Library) Foundation Certification in IT Service Management or another equivalent certification.

Employee also will be eligible to receive the equivalent of a one-step increase following the completion of two (2) years of time in grade and upon completion of a Project Management Professional (PMP) or another equivalent certification.

Knowledge, Abilities and Skills: Comprehensive knowledge of the methods and techniques used to manage and administer the section being managed, using ITIL practices; comprehensive knowledge of enterprise infrastructure applications and systems; comprehensive knowledge of operational characteristics and capabilities of applicable systems management applications; considerable knowledge of various

enterprise level solutions; considerable knowledge of personal computers, network hardware, server hardware and storage hardware.

Ability to analyze high-level, complex systems/infrastructure applications/issues, formulate sound concepts/solutions and effectively resolve problems; ability to clearly communicate both verbally and in writing with all levels of customers; ability to document advanced technology information in a succinct and understandable format; ability to lead projects to completion with a high level of confidence; ability to understand and influence behavior of others within the organization, customer or the public, in order to achieve job objectives.

Ability to utilize the highest level of interpersonal skill in order to understand, select, develop, and motivate people at any level within or outside the organization; ability to train and mentor others; ability to effectively employ concepts and techniques of project management, including planning, control and deployment of resources; ability to supervise a technical staff;

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting, pushing and pulling up to 60 pounds; may be subject to extended periods of walking or sitting, and reaching; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certification: Possession of a valid Oklahoma Class "D" Driver's License; Information Technology Infrastructure Library (ITIL) Certifications preferred.

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting; occasionally outdoors and in inclement weather; and requires travel to various City locations to provide computer related assistance.

**Class Code: 1137**  
**EEO Code: E-02**  
**Pay Code: IS-48**

**Group: Clerical and Administrative**  
**Series: Data Processing and Information Services**

**Effective date: June 19, 2019**