

## **CLASS TITLE: DIRECTOR, INFORMATION TECHNOLOGY OPERATIONS AND SUPPORT**

**PURPOSE OF THE CLASSIFICATION:** Under administrative direction is responsible for the direction, operation, support and administration of various information technology infrastructure activities in ITOS (Information Technology Operations and Support) within IT (Information Technology) and performs other related required duties. This position reports to the Chief Technology Officer.

### **ESSENTIAL TASKS:**

- Directs and supervises all ITOS staff and related IT activities
- Directs, plans, coordinates and develops policies, procedures and programs related to ITOS activities, including standards, short and long term planning, project management, best practices, security and business continuity
- Develops and presents recommendations and information to executive management staff, departments and citizens as requested
- Supervises the preparation and administration of the annual capital and operating expense budgets for ITOS and prepares comprehensive budgetary and financial reports
- Reviews, supports and maintains IT related contracts
- Recommends additions to and revisions for ordinances/regulations related to governing IT
- Responsible for all enterprise-wide IT activities, including infrastructure and architecture (data center, help desk, network, telecom, radio and web services), applications development support, reengineering business processes, IT security, outsourcing and computer and auxiliary operations and support
- Tracks a broad range of emerging technologies to determine maturity and applicability to the enterprise
- Evaluates the relative impact of emerging technology to strategic business needs and interprets meaning to senior organizational leadership team
- Participates in overall business technology planning, bringing a current knowledge and future vision of technology and systems
- Understands the organization's core IT competencies and external customers to ensure continuous customer satisfaction
- Determines short and long-term enterprise-wide information needs and develops overall strategy for systems development and hardware acquisition and integration
- Represents the City in contracts, contact with Federal Communications Commission and other federal, state and private agencies pertaining to engineering and licensing problems affecting the operation of telecommunication systems and services
- Remains knowledgeable of and maintains compliance with pertinent proposed and current governmental and regulatory agencies' statutes, rules and regulations
- Reviews and approves all requests for additional infrastructure equipment and systems
- Oversees the maintenance of all infrastructure equipment and systems
- Ensures integrity/security of City-wide IT infrastructure, local area networks and data centers
- Oversees security administration of all network connected systems and data centers
- Evaluates and implements technology systems to improve communications between the citizens and the City
- Investigates and resolves complaints from the public
- Serves as a member of various committees
- Makes recommendations on a broad range of IT matters
- 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: Graduation from an accredited college or university with a bachelor's degree in computer science, information systems, business administration or a related field, including or supplemented by advanced coursework in computer sciences; and nine (9) years of IT and

business/industry work experience with 5 of the 9 years including leadership experience in management and a proven work history from a large enterprise IT perspective managing multiple, large cross-functional teams and projects supporting senior level management and key stakeholders with experience in application development support, network, database administration, data center management, computer operations and production support. Requires work experience managing data centers, desktop services, help desks, network services, mainframe/midrange/server services, telecom services, radio services and web services; requires advanced technical and business experience in new product deployment, system development life cycle, quality assurance, project management and other related disciplines/processes; or an equivalent combination of training and experience per Personnel Policies and Procedures outlined in Section 128.

Knowledge, Abilities and Skills: Comprehensive knowledge of modern principles and best practices in IT with particular reference to policies and procedures, standards, project management, short and long-term planning, budgeting, security and business continuity; advanced knowledge of the IT functions, organizations, staffing and operating procedures; and knowledge of municipal government, Charter provisions, ordinances, and state laws governing the IT administration of the City government is preferred. Ability to develop and maintain approved systems; ability to plan, layout, assign, supervise and review work of professional, technical and clerical subordinates; ability to develop and maintain SLA's (Service Level Agreements); ability to develop and clearly present ideas both verbally and in writing reports, financial statements and budgeting recommendations; and the 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.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; frequent lifting and carrying up to five pounds, with occasional lifting and carrying up to 10 pounds; occasional pushing and pulling up to five pounds; may be subject to walking, standing, sitting, reaching, bending, kneeling, and handling; and vision, speech, and hearing sufficient to perform the essential tasks..

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License; Project Management Professional (PMP), Information Technology Infrastructure Library (ITIL), Cisco Certified Network Professional (CCNP), Cisco Certified Security Professional (CCSP) and Microsoft Certified Systems Engineer (MCSE) Certifications preferred.

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting.

**Class Code: 1136**

**EEO Code: E-01**

**Pay Grade: IS-60**

**Group: Information Technology**

**Series: Information Technology Management**

**Effective date: April 30, 2007**