

Information Technology Manager – Operations (12209) (31000277)

GENERAL DESCRIPTION OF WORK

Positions in this banded class are responsible for supervising and managing the operations sections of an Information Technology Center. Responsibilities may include computer operations for both server and mini computers, production scheduling, operating system and data base administration, file backups, operating system and data base performance tuning, system access security monitoring and administration, hardware and software audits, state MIS reporting schedules compliance and vendor contract administration. Set daily work priorities for subordinates; track and supervise assigned service projects; monitor staff performance. Interact with statewide agency and internal staff to determine current and future service level requirements; work effectively with other ITS staff to assure user information needs are met; write documentation and procedures for section activities, and participate in department development of standards and policies. Provide statistics on service backlog and performance; perform related work as required.

CONTRIBUTING

Functional Competency	Examples of Work	Competencies
Technical Knowledge & Leadership	Provide leadership, supervision, and direction for the computer operations section of an IT department/agency. Meet daily with subordinates to review work assignments and project tasks, set priorities and communicate issues. Prepare documentation of section responsibilities and procedures. Monitor computer operations activities to ensure proper initiation and completion of production processes. Participate in defining standards and instructions and carry out duties as assigned for proper data backup, data archiving and security of data, process scheduling and report distribution. Organize and supervise the maintenance of the library for data backup media. Carry out duties as assigned for the assignment of user access to system resources. Set up and maintain department filing systems. Evaluates the effectiveness of services provided and recommends changes in procedures to meet user's needs.	Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Knowledge of computer operations using large-scale computers with remote on-line terminals. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
Planning and Organizing	Manage computer operations in the data center including production job scheduling; report distribution controls; security; equipment maintenance; application, and data file protection; LAN and WAN configuration and upgrades. Problem resolution involving cable and network electronics may require testing of cables, connectors and network hardware. Resolves conflicting demands of users.	Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
Strategic Development & Program Management	Make recommendations for improvements in the use of technology that have potential for improvements in productivity, cost savings and services to agencies and staff. Maintain a records of new work requests, backlog and completed tasks. Generate activity reports for the Director of ITS and users on a regular basis. Conduct research on technology subjects as requested and summarize findings and recommendations.	Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
Human Resource Function	Prioritizes and assigns work to subordinate staff. Facilitate instructional and staff access to technology services offered by the ITS	Ability to supervise employees in a manner conducive to full performance and high morale.

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	<p>department. Provide technical assistance to users/staff on a one on one basis or in scheduled classes. Supervise and conduct performance evaluations for section staff, monitor and enforce work hours, overtime and time off policy. Train, organize and supervise the work of student, intern or other assigned temporary workers.</p>	<p>Ability to work in multi-ethnic and multi-cultural environments.</p>
JOURNEY		
Functional Competency	Examples of Work	Competencies
Technical Knowledge & Leadership	<p>Directs, through subordinate supervisors, all programs, operations and staff in assigned areas. Provide leadership, supervision, planning, budgeting and direction for the computer operations section of an ITS department/agency. Communicate with users and other department staff to develop a thorough and complete testing of process before new or revised applications are released into production. Remain current in computer operations technology support concepts, LAN/WAN/INTERNET/WEB, tools, techniques, and applications. Setup and maintain all department control systems such as those for parts inventory, PC assets and software licenses. Maintain vendor support contracts in a current status. Supervises two or more functional areas or operations.</p>	<p>Education and training in UNIX administration including directory creation, shell script development, SQL, HP-UX, production management tools, TCP/IP, DNS. Education and experience in WINDOWS NT server administration. Familiar with firewall and proxy server security technology.</p>
Planning and Organizing	<p>Develop client service level statements and standards for service performance. Participate in technology and budget planning. Support LAN and WAN problem resolution including contacting providers of leased lines and tracking problem resolution. Assist in the timely running, processing, correction and submittal of MIS reports.</p>	<p>Ability to accurately estimate time and effort required to complete a task. Ability to identify and organize systems and required resources as well as organize personal time to carry out responsibilities. Ability to maintain adequate preparation time for scheduled meetings/deadlines and develop schedules and timetables with clear, specific milestones and deadlines.</p>
Strategic Development & Program Management	<p>Plan computer hardware and operating system and application database upgrades as needed for growth, performance and security. May perform any of the following: participate in development of strategic planning activities, review and analyze data to predict future needs and recommend enhancements; prepare budgeting and cost analysis; develop technical standards and policies; plan work of others to meet project deadlines; set priorities based on user needs.</p>	<p>Experience in supervising technical support staff involved in personal computer hardware and software configuration, installation, repair and support; local and wide area network and Internet administration. Strong project, planning, change and time management capabilities.</p>
Human Resource Function	<p>Plans and implements the delivery and improvement of service, staffing and resources. Develop training materials and provide training to support users and section staff. Perform training sessions.</p>	<p>Ability to create a work environment that encourages staff independence and growth. Strong knowledge of human resource management and coaching</p>

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	Measures employees' results and initiates personnel actions.	skills. Ability to build cohesive teams. Proven ability to management administrative staff duties in a timely and efficient manner.
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ADVANCED

Functional Competency	Examples of Work	Competencies
Technical Knowledge & Leadership	Maintain the UNIX operating system, monitor performance and status of WEB servers. Track and install UNIX operating system releases and patches. Monitor all computer and firewall system logs to ensure proper operation and identify errors and detect unauthorized access.	Expert level experience in computer operations including production scheduling, report distribution, data base administration, data backup, data archive, data recovery, and local and wide area network problem trouble shooting. Awareness to latest technologies and tools.
Planning and Organizing	Manage day to day service operations with datacenter best practices and standards linked to ITIL disciples such as incident, problem, change, capacity and business continuity and disaster recovery management. Development and implementation of detailed operational procedures required to run data center operations in the mission critical environment. Develop, implement, and maintain policies, procedures, and associated training plans for data center administrations and project management.	Knowledge and experience in database configuration, maintenance, security, upgrades, backup, recovery, operational support, capacity planning and performance tuning. Demonstrated experience in system administration and management and/or storage management.
Strategic Development & Program Management	Confer with user community to stay current on problems, issues and evolving events that could impact service delivery and to share technical expertise and offer solutions. Prepare project plans on assigned projects and lead or supervise assigned projects to completion in a professional and timely manner, according to district standards and methodology. Develop, implement, and maintain policies, procedures, and associated training plans for data center administrations and project management.	Experience in project planning and execution, experience working with users to develop current and future service level contracts; experience working with users to resolve service issues; experience dealing with vendors and selection and contracting for services. Demonstrated excellent writing, analytical, presentation and reporting skills.
Human Resource Function	Fosters a working environment which encourages team work, energy and creativity. By providing strong leadership and excellent problem-solving skills along with good communication skills. Implement measures to provide motivation for employees.	Excellent and advanced knowledge of data centers, hardware and IT services. Must have extensive professional experience in managing large scale IT data centers. Ability to establish good working relationships with colleagues with different cultural, religion and linguistic backgrounds. Ability to work in a coordinated way with a minimum of supervision in a high pressure and complex environment.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

- Bachelor's degree in Computer Science, Computer Information Systems, Computer Engineering, Engineering or related technical degree from an appropriately accredited institution and four years progressive experience in the field of information technology including at least two years of experience in Operations or Systems work; or
- Bachelor's degree from an appropriately accredited institution and five years progressive experience in the field of information technology including at least two years of operations or systems experience; or an equivalent combination of education and experience.

Information Technology Manager – Operations (12209) (31000277)

- Advance level requires one year of additional education or experience

SPECIAL NOTE

This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions. Ability to create and maintain collegial working relationships with customers and co-workers, contribute to a positive and inclusive work environment, and serve as a productive team member is expected in all positions.