



Fulton County, Georgia Classification Specification

IT OPERATIONS MANAGER (220066)

Purpose of Classification:

The purpose of this classification is to manage the activities and staff at the County's Network Operations Center (NOC).

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: develops and oversees employee work schedules to ensure adequate coverage and control; compiles and reviews timesheets; approves/processes employee concerns and problems and counsels or disciplines as appropriate; assists with or completes employee performance appraisals; directs work; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; provides progress and activity reports to management; and assists with the revision of procedure manuals as appropriate.

Administers and maintains information technology systems, equipment and network infrastructure: coordinates, supervises, designs and evaluates systems current operations; develops procedures and schedules for handling and disbursement of work; ensures assigned tasks are completed accurately and on schedule; schedules hardware upgrades, maintenance, and all environmental changes; utilizes monitoring tools to manage the health of network infrastructure; identifies and analyzes problems; implements solutions; updates system documentation for operating procedures; assists in capacity planning and makes recommendations; participates in disaster recovery planning and implementation.

Manages IT infrastructure contracts and initiatives as assigned: oversees infrastructures support contracts and initiatives; develops and maintains policies and procedures; develops and monitors related budgets; makes recommendation; provides progress reports and updates; ensures quality assurance process is completed for assigned contracts and initiatives; assists in the development and planning of future contracts and initiatives; manages relocation and/or installation of related equipment; works with vendors.

Plans and administers acquisition/installation of hardware equipment, software, and maintenance agreements: determines operational need for current and future hardware, software and maintenance requirements; develops specifications for Requests for Proposal and Bid; oversees maintenance and inventory of all County data center and remote locations equipment; assists in the planning and implementation of modifications to supporting infrastructure; oversees backup environments; plans, manages and develops processes for upgrades of applications; recommends contract amendments; performs systems analysis and programming tasks in conjunction with users and assigned staff.

Runs a variety of reports from system programs to include back-up and recovery systems, capacity and asset management, etc.: reviews and analyzes results; researches and corrects problems; utilizes report information to develop new processes and management plans as needed.

Develops and makes recommendations regarding departmental budget: monitors expenditures to ensure compliance with approved budget; processes invoices, etc.

Maintains an awareness of new applications, technologies, technical methods, trends, and advances in the profession: reviews professional publications, technical manuals, and web sites to increase knowledge of IT operations; conducts and/or attends variety of staff meetings, vendor demonstrations, seminars and training classes to provide and obtain information on systems' activities and developments.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives and reviews various documentation, including time cards, topology diagrams, invoices, blueprints, and contracts ; reviews, completes, processes, forwards or retains as appropriate; prepares or completes various forms, reports, correspondence, and other documentation, including performance evaluations, invoices, server disclosure forms and user request forms; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates or uses various equipment and supplies in order to complete work assignments: operates and maintains servers, switches and other power or motorized equipment; operates a personal computer to enter, retrieve, review or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Communicates with County officials, supervisor, other employees, third party service contractors, laborers, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Information Systems, Computer Science or related field; supplemented by three years of experience in computer or data center operations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid Georgia driver's license.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all county or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools and/or materials requiring complex and/or rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Fulton County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.