

Title: IT Operations Manager
PG: 63
Status: Non-Civil Service
Position Reports to: IT Director
Department: Information Technology

Class Code: 2217
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This is a highly responsible position that provides supervisory oversight of the billing and accounting staff in the department of Information Technology. Duties include business and operational analysis of IT operations to ensure cost effective delivery of services and to coordinate activities like budget preparation, performance analysis and strategic planning. Work is done using a high degree of initiative and exercising independent judgment. Work is reviewed by regular conferences with the Director of Information Technology.

ESSENTIAL FUNCTIONS:

1. Supervises staff to include conducting performance evaluations, approving leave requests, disciplining and counseling employees.
2. Develops cost of service models for budget allocation and development of rates and charges. Also provides input for preparation of long-term capital budgets.
3. Coordinates the development of operating plans and performance standards for the department to meet plans and objectives.
4. Conducts statistical analysis and cost modeling for various business and operational practices to determine the most effective delivery method.
5. Develops and maintains strategic plan, business plans and operational guidelines for department.
6. Assists in development of departmental budget, Table of Organization (TO), rates and charges and reviews manpower plans and staffing levels.
7. Develops and implements appropriate training programs and monitors the professional development of employees.
8. Performs analysis of equipment acquisition, maintenance and disposal to prepare life cycle costing studies and replacement analysis.
9. Prepares periodic reports concerning unit progress and the department in meeting their objectives and performance standards.
10. Responsible for accounting, inventory, fixed asset and billing function
11. Performs ad hoc analysis using Structured Query Language (SQL), excel and other tools to provide required reports and metrics
12. Conducts research, performs special projects and provides consultation as needed.
13. Performs other duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Theoretical and practical knowledge of financial and administrative management, information technology and standards for IT development .
2. Theoretical and practical knowledge of financial planning and analysis techniques, rate of return, and breakeven analysis.
3. Ability to write clearly and concisely on technical subjects of some complexity.
4. Familiarity with accounting and budgetary cost controls, presentation and oral communications skills.
5. Ability to coordinate technology related projects
6. Ability to establish and maintain effective working relationships with co-workers, other City employees and the general public and to provide leadership to contribute to a working environment that will instill employee pride, morale and commitment to service excellence.
7. Ability to read and understand complex documents and to ensure compliance with the terms and conditions they contain.

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WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations.

The job risks exposure to no significant environmental hazards.

The job requires normal visual acuity, field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

QUALIFICATIONS AND EXPERIENCE:

1. A four (4) year degree from an accredited college or university in accounting, economics, business administration or a related field.
2. A minimum of four (4) years experience in financial planning and analysis, information technology, or business administration, with at least two (2) years in a supervisory position.
3. An equivalent combination of directly related education and experience may be substituted.
4. Completion of City University Level three (3) or completion within twelve (12) months.

SPECIAL REQUIREMENTS:

1. Must possess and maintain a valid telephone number.
2. Must possess and maintain a valid state of Florida driver's license.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.