

## IT OPERATIONS MANAGER

### DEFINITION

Plans, organizes, coordinates, and oversees the daily operations for a defined department within the Information Technology Division.

### TYPICAL DUTIES

Manages the operations of a District IT department within the Information Technology Division. Assists with the development of business processes to ensure service levels to customers and improve the overall quality and performance of the department.

Participates in the development of requisitions, bids, and specifications, and the negotiation, administration, evaluation of contracts for equipment and services, and vendor management, which includes applicable service level agreements (SLAs).

Develops and implements standards, procedures, and policies for an IT department.

Participates in strategic technology planning, tactical operation planning, and the development of contingency operation plans.

Estimates project costs and prepares project plans in conjunction with technical leads.

Confers with and advises administrators, user representatives, and technical personnel regarding development and design of IT systems or applications.

Prepares weekly and monthly status reports.

Maintains inventory of equipment acquisitions, installations, designs, and modifications.

Develops and maintains documentation for system architecture and operations.

Utilizes the ITIL framework to establish and maintain operational standards and enforce KPIs.

Establishes best practices for the IT support process within a district IT department.

Monitors and manages team workload.

May manage escalation of problems.

May represent an IT department at meetings with various organizations and project groups.

Performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An IT Operations Manager provides services, processes, and standardizes procedures for an IT department within the Division of Information Technology.

A Director or Deputy Director in IT directs and administers their specialized department within the Information Technology Division.

### SUPERVISION

General direction is received from a Deputy or Director in IT. General supervision is exercised over various technical and non-technical classifications within IT departments.

## CLASS QUALIFICATIONS

### Knowledge of:

- IT Service Management and Information Technology Infrastructure Library (ITIL) principles
- Project Management principles
- Theories, principles, and practices of contract administration
- Personnel Management principles
- Effective supervisory principles and techniques

### Ability to:

- Delegates tasks to team members
- Develops and maintains relationships with key stake holders
- Ability to leverage data driven metrics
- Supervise, train, evaluate and motivate employees
- Prepare clear and precise reports
- Communicate effectively orally and in writing to all levels of management and non-management
- Make critical decisions under pressure and assume leadership role in crisis situations
- Work independently, exercise initiative, and good judgment
- Maintain effective working relationships with District personnel and representatives of manufacturers and other organizations
- Negotiate and maintain SLAs with vendors

## ENTRANCE QUALIFICATIONS

### Education:

Graduation from a recognized college or university, with a bachelor's degree preferably in business administration, computer science, or a related field. Qualifying experience may substitute for the required education on a year for year basis provided that graduation from high school or evidence of equivalent education proficiency is met.

### Experience:

Four years of experience performing IT technical support, IT customer service, application support, network support, and/or IT contract support. Two years of required experience must have been in a supervisory position.

### Special:

- A valid ITIL Foundation certification is required
- An ITIL Managing Professional certification or higher is preferred
- A valid California Driver License
- Use of an automobile

## SPECIAL NOTES

Employees in this classification are subject to call at any hour.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and /or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

New Class  
02-13-20  
PJO