

CITY OF CHATTANOOGA

Classification Specification Title: Director of IT Infrastructure

Department: Technology Services

Pay Grade: GS.16

Supervision Received From: Chief Information Officer

FLSA Status: Exempt

Supervisory Responsibility For: System & Database Spec 2, Established: 12/16/22

Systems Admin. 1

**Revision Dates: 4/1/25;
10/20/23**

CLASSIFICATION SUMMARY:

Responsible for the infrastructure of all technology systems throughout the City of Chattanooga. Oversees the operations of the infrastructure teams supervising management and subordinate employees who provide infrastructure technical support and service to the City. This position ensures that the safety and integrity of the City enterprise environment are maintained, and is responsible for the efficient, effective operation of these areas in accordance with established City policies, procedures, strategic goals, and mission. It serves as the liaison to management and City departments for the server infrastructure and data center. This position is also responsible for planning strategic short-term and long-term goals for the Infrastructure team with consideration of the overall IT and City strategies with the Director of IT Operations and Infrastructure. Work is performed with general direction, working from broad goals and policies.

SERIES LEVEL:

The Director of IT Infrastructure is a stand-alone position that reports directly to the Chief Information Officer and is the head of the IT Security Division of the Department of Information Technology.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Directs the day-to-day operations of the Infrastructure team including; staffing, scheduling, and ensuring employees meet their annual training requirements and goals as well as day-to-day support, problem resolution, and enhancement requests from throughout the City.

Directs the IT Infrastructure staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment and making hiring, termination, and disciplinary recommendations.

Oversees the review and approvals of schedules, timecards, time off requests, approves and arranges for training as necessary. Assigns work assignments and projects to Infrastructure team employees.

Develops and communicates the career progression and advancement opportunities for team employees.

This includes assigning competencies and goals to employees and assisting them to achieve those objectives.

Oversee research for technology solutions and creates proposals and project plans with team employees encompassing research, analysis, feasibility, cost justification.

Then oversee the selection, purchase, and implementation of said solutions.

Create an efficient work environment that is conducive to teamwork, collaboration, and encourages good communication between employees and management.

Provide technical leadership, mentoring and coaching for all employees and foster a culture of accountability, innovation and team building.

Assist with leading the ongoing development, testing, and execution of Information Technology disaster recovery objectives and expectations, including progress toward City service level uptime and availability goals.

Reviews and negotiates Information Technology vendor contracts for competitiveness and performs or oversees vendor due diligence as prescribed by City policy.

Participates in forecasting, preparing and administering IT Infrastructure division budgets, project budgets, and assists the CIO with annual budgeting; prepares cost estimates for budget recommendations; submits justifications for budget items; monitors and controls expenditures and manages financial operations.

Ensures the City data center environments are secure and perform within established guidelines in relation to policies and procedures.

Oversees periodic audits of related system usage and connections to ensure compliance with Safeguarding Member Information Standards and Procedures, City policies and to guard against unauthorized users and to prevent the introduction of any undesirable or destructive software.

Collaborates with internal departments, applicable Boards and Commissions, task forces, advisory groups, the general public, external agencies, contractors, attorneys and/or other interested parties to coordinate activities, review work, exchange information and resolve problems.

Represents the Division and/or the City at a variety of meetings, public events, training sessions, on committees and/or other related events or groups in order to receive and convey information.

Directs, reviews and participates in the development of a variety of reports, work papers, communications, schedules and/or other related documents to and from internal departments, governmental entities, external agencies, contractors and/or other interested parties.

Participates in developing and managing the division budget; approves expenditures; reviews financial statements; manages financial operations.

Assists and advises the CIO on matters pertaining to strategic and action plans for IT security, disaster recovery, penetration testing, use policy, IT change management, and other IT security-related matters.

Uses, carries and answers their cell phone for business purposes as determined by the assigned job duties and the department head.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Bachelor's Degree with training emphasis in Computer Science, Information Systems technology or other closely related field, a minimum of five years (5) experience supervising managers working in the IT field and/or subordinate employees, and five years (5) previous experience in an enterprise class business with working knowledge of relational database concepts, security practices, clustered server and networked server computing systems; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

None

KNOWLEDGE AND SKILLS:

Knowledge of supervisory principles; applicable federal, state and local laws, ordinances, codes, rules, regulations, policies and procedures; policy and procedure development practices; financial accounting principles; relational database concepts; network principles;

applicable operating systems; applicable software products; current technologies; project management principles and practices; network topology concepts and budgeting principles.

Skill in monitoring and evaluating the work of subordinate staff; prioritizing and assigning work; developing and administering budgets; using computers and related software applications interpreting and applying applicable laws, ordinances, codes, rules, regulations, policies and procedures; making program decisions based on financial considerations; mediating conflict; conducting negotiations; researching and resolving the most complex technical support problems; managing projects; preparing a variety of reports and communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS:

Positions in this class typically require fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met. May need to move around multiple locations throughout the City for work-related collaboration.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.