

# **CITY OF CHATTANOOGA**

## **Classification Specification Title: Director IT Operations**

**Department: Technology Services**

**Pay Grade: GS.14**

**Supervision Received From: Dep. CH Info Tech Officer**

**FLSA Status: Exempt**

**Supervisory Responsibility: IT Spec., IT Tech., IT**

**Established: 4/14/14**

**Technical Trainer, Mgr. IT Operations**

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

### **CLASSIFICATION SUMMARY:**

Incumbents in this classification direct the IT Operations Division of the Department of Information Technology. Responsible for the planning and oversight of the managers and staff that create and maintain the City's network infrastructure, server systems, the IT Help Desk, and telecommunications systems. Supervises other managers/supervisors. Works under general supervision.

### **SERIES LEVEL:**

The Director IT Operations is a stand-alone position.

### **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.)*

Manages 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.

Manages the day-to-day activities of applicable division sections which includes planning, coordinating, administering and evaluating programs, projects, processes, procedures, systems and standards; ensuring compliance with federal, state and local laws, regulations, codes and/or standards; coordinating activities between multiple service areas and working to integrate and coordinate service areas.

Assists and advises the CIO on matters pertaining to strategic and action plans for IT networks, telecommunications networks, IT change management, IT Help Desk Operations, IT operations policies, and procedures.

Communicates and collaborates with internal departments, external consultants, vendors, external agencies, regulatory officials and/or other interested parties to coordinate work activities, exchange information and resolve problems.

Work with internal departments to determine and set service levels and service level agreements for regular IT operations. Ensure service levels are met.

Participates in forecasting, preparing and administering IT operations 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.

Maintains division inventory of IT assets-equipment, tools, parts and supplies; determines need for new tools and equipment; receives and approves purchase requests and initiates orders for new/replacement items.

Acts on behalf of the Chief Information Officer in his/her absence.

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 in Computer Science, Computer Networking, Information Systems with IT Networking concentration, or Business with IT/IS Networking concentration or equivalent required. Masters Degree in Information Systems, Networking, Computer Science or Business with IT concentration preferred. Three (3) to five (5) years previous experience in planning and fiscal budgeting required as well as five to seven years creating and managing complex computer and telecommunications network plans, devising and managing IT helpdesk and other regular computer system and service operations and employee management.

LICENSING AND CERTIFICATIONS:

None

KNOWLEDGE AND SKILLS:

Knowledge of supervisory principles; project management principles and practices; advanced networking principles and practices; vendor management principles; personal computer and operating systems; applicable federal, state and local laws, ordinances, codes, rules, regulations, standards, policies and procedures; budgeting principles; and customer service principles.

Skill in monitoring and evaluating the work of subordinate staff; prioritizing and assigning work; developing and managing budgets; monitoring and maintaining inventory; planning, advising

and resolving complex network issues; interpreting and applying applicable laws, ordinances, codes, rules, regulations, standards, policies and procedures; using logic and reasoning to identify alternative solutions or approaches to problems; coordinating activities with outside vendors; using computers and related software applications; communication and 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: reaching, standing, walking, fingering, grasping, feeling, 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.

**SPECIAL REQUIREMENTS:**

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: Y

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.