

CITY OF CHATTANOOGA

Classification Specification Title: Manager Compute and Storage Systems

Department: Technology Services

Pay Grade: GS. 13

Supervision Received From: Dir. Infra., Sec., and Camera Ops FLSA Status: Exempt

Supervisory Responsibility For: System Admin. Lead,

Established: 5/19/25

System Admin I & II

Revision Date: N/A

Manager Compute and Storage Systems is responsible for ensuring the availability, performance, security, and scalability of the city's server environment, data storage solutions, and related infrastructure that supports a wide range of essential city services, including public safety systems, administrative functions, and the city-wide camera network, leveraging Chattanooga's advanced fiber optic infrastructure where applicable. The Manager will lead a team of technical professionals and collaborate closely with other IT teams, city departments, and external vendors. This position demands a strong technical background in enterprise-level compute and storage technologies, exceptional leadership and project management skills, and a deep understanding of the operational and security requirements of a public sector IT environment within Chattanooga's innovative technological landscape.

SERIES LEVEL: The Manager Compute and Storage Systems 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.)

Develops and executes a comprehensive plan for the City of Chattanooga's compute and storage infrastructure in alignment with the city's overall IT strategic goals. This includes capacity planning, technology roadmaps, virtualization strategies, cloud adoption considerations relevant to local government and disaster recovery planning tailored to the region.

Oversees the design, architecture, and implementation of robust and scalable compute and storage solutions for Chattanooga, including server hardware, operating systems, virtualization platforms (e.g., VMware), storage area networks (SANs), network-attached storage (NAS), backup and recovery systems, and utilization of cloud services where appropriate for local government needs.

Implements and maintains robust security measures for the City's data center compute and storage infrastructure and data processed and information stored on it. Uses access controls aligned with city policies, intrusion detection systems and vulnerability management practices relevant to local government threats. Maintains compliance with city security policies and relevant cybersecurity frameworks, including those specific to Tennessee. Collaborates with other DTS divisions as required and needed to accomplish these outcomes. Acts proactively to ensure that the safety and integrity of the City's overall enterprise operating environment and related data are maintained.

Manages the day-to-day operations of the City's compute and storage environment, including proactive system monitoring, performance tuning to optimize efficiency on the city's network, capacity management, timely and comprehensive patching and updates, rapid troubleshooting of technical issues specific to the compute and storage infrastructure (including cloud-related), and ensuring high availability and optimal performance for city services.

Helps establish policies and procedures for data storage, backup, retention (adhering to Tennessee public records laws), archiving, and disposal. Enforces these policies. Follows data governance best practices and relevant legal and regulatory requirements specific to the city and state. Collaborates with other DTS divisions and departments to accomplish these outcomes.

Assesses regularly the current and future data center, compute and storage capacity needs for the City based on application growth, increasing data demands, and strategic initiatives. Develops accurate capacity plans and forecasts to ensure adequate data center, compute and storage resources are available to support city operations. Executes such plans proactively, regularly, and efficiently based on the ongoing operating environment.

Establishes key performance indicators (KPIs) to monitor the health, performance, and capacity of the City's data center, compute and storage infrastructure. Implements proactive measures to optimize system performance, uptime, and resource utilization.

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

Develops and maintains comprehensive documentation for Chattanooga's network infrastructure, including detailed network diagrams reflecting the fiber optic topology, IP addressing schemes, configuration standards specific to the city's environment, operating procedures, and troubleshooting guides relevant to the local setup.

Assists with the planning and development of disaster recovery and business continuity plans tailored to Chattanooga's environment, considering local and regional risks and constraints.

Leads and manages complex compute and storage infrastructure projects, including system upgrades, migrations, new deployments and expansions to support city initiatives, data center initiatives, and security enhancements. Adheres to department and city procurement processes, timelines, budgets, and quality standards. Utilizes formal project management methodologies.

Conducts and oversees research for compute, storage, backup and archiving technology solutions and creates proposals and project plans for possible future implementation. Engages team members for support and learning in this work. Collaborates with the Director for focus areas and priorities to pursue.

Works with the Director and Business Management division to develop and review supplier SOWs and related contracts for compute and storage equipment, software, and services.

Manages relationships with compute and storage hardware and software vendors and other relevant providers as needed to ensure service level agreements (SLAs) are met.

Participates in forecasting, preparing and administering the Compute and Storage team's budget. Assists the Director with annual budgeting. Prepares cost estimates for budget recommendations and related justifications. Assists the Director with monitoring and controlling budget expenditures.

Monitors continuously emerging trends and advancements in compute, storage, backup, and archiving technologies relevant to the City. Recommends to the Director which trends and technologies need to be incorporated into annual and multi-year plans.

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 concerning compute and storage infrastructure operations.

Builds, trains, supervises, and mentors Compute and Storage team members responsible for the design, implementation, and support of the City's advanced infrastructure. Creates an efficient work environment that is conducive to teamwork, collaboration, and encourages good communication between employees and management. Fosters a culture of accountability, innovation, and collaboration among the team.

Establishes an efficient and high-performing work environment focused on leveraging the city's technological advantages to deliver City services. Develops annual plans and goals for the team. Monitors progress against goals, provides feedback and coaching as required. Conducts performance conversations and reviews on a regular basis consistent with Department and City policies and practices. Maintains a healthy and safe working environment.

Directs the day-to-day operations of the Compute and Storage Infrastructure team. Prioritizes and assigns work, ensuring timely completion of assignments with high-quality and consistent with established policies and procedures. Provides technical leadership, mentoring and coaching for all employees. Prepares annual technical skills training and certification plans for each team member and ensures completion.

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 related to the network infrastructure.

Represents the Compute and Storage team 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 about network operations.

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

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.

MINIMUM QUALIFICATIONS:

Bachelor's degree in Computer Science, Information Technology, a related engineering field, or equivalent experience. Equivalent experience will be considered. Minimum of seven (7) years of progressive experience in the design, implementation, and management of enterprise-level compute and storage systems. Any combination of equivalent experience and education will be considered. Minimum five (5) years experience supervising team members working in the IT field and/or subordinate employees.

LICENSING AND CERTIFICATIONS:

Required: Valid Driver's License

Preferred: Information Technology Management and Leadership Professional (ITMLP)

ITIL® certifications

CompTIA Certifications (Infrastructure+, Server+, Networking+, Security+)

Project Management Professional (PMP)® or CompTIA Project+

VMware Certified Professional (VCP)

VMware Certified Data Center Virtualization (VCTA-DCV)

Google Cloud Associate and Professional

AWS Certified Cloud Practitioner and/or Certified Solutions Architect (Associate or equivalent)

SNIA Certified Storage Networking Expert (SCSN-E)

Six Sigma or Lean/SixSigma Green Belt

CJIS training at relevant level (can be obtained after employment)

KNOWLEDGE AND SKILLS:

Knowledge of policy/procedure development, financial accounting/budgeting. Solid knowledge of network principles, applicable operating systems/software for network management, current networking technologies, network topology, cloud networking concepts and hybrid network environments, with an understanding of how they integrate with high-speed local networks, and network troubleshooting and resolutions tools, practices, and methods. Understanding of DR principles and experience contributing to DR plans for local government systems. Strong understanding of server hardware, operating systems, virtualization, storage, backup/recovery, and cloud concepts relevant to local government. Regulatory compliance knowledge, preferably within a municipal setting.

Ability to lead and motivate a technical team focused on serving the City of Chattanooga. Excellent analytical and problem-solving abilities; proficiency in data analysis and performance metrics. Ability to diagnose and resolve technical and performance issues specific to the City's infrastructure. Solid staff

supervision experience.

Excellent project management skills. Excellent communication skills, written and verbal, to effectively interact with technical and non-technical staff across Chattanooga city government. Strong interpersonal skills, including conflict resolution, as applied to interaction with team members, colleagues, peers, leaders, and others. Demonstrated experience with server hardware platforms, operating systems, virtualization technologies, and storage solutions relevant to municipal operations, including backup/recovery and disaster recovery planning. Demonstrated experience with cloud platforms (AWS and Google Cloud) in a local government context. Proven success managing infrastructure projects, including migrations and upgrades in a government setting.

PHYSICAL DEMANDS: Positions in this class typically require stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT: Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Incumbents may be subjected to electrical currents.

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.