

CITY OF CHATTANOOGA

Classification Specification Title: Manager IT Infrastructure

Department: Technology Services

Pay Grade: GS.13

Supervision Received From: Dep. Chief Info Tech Officer

FLSA Status: Exempt

Supervisory Responsibility For: System & Database Spec 1&2

Established: 12/6/18

Revision Dates: 4/16/25;

10/20/23; 1/11/23

CLASSIFICATION SUMMARY:

The incumbent in this classification oversees the operations of the infrastructure teams and supervises employees who provide infrastructure technical expertise 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 Manager of IT Infrastructure is the fourth level of a four-level information technology support series.

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.)

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

Reviews and approves 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 working with 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.

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.

Lead 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.

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.

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 three years (3) experience supervising 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

SUPPLEMENTAL INFORMATION:

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 problems; managing projects; preparing a variety of reports and communication, interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, 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: Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 25 pounds of force frequently and/or negligible amount of force constantly to move objects.

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.