

CITY OF CHATTANOOGA
Classification Specification Title: Manager IT Operations

Department: Technology Services

Pay Grade: GS.13

Supervision Received From: Asst. Dir. IT Ops.

FLSA Status: Exempt

Supervisory Responsibility For: None

Established: 8/25/15

Revision Dates: 4/9/25;

10/20/23; 1/11/23

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for efficient and consistent IT operations. Responsible for managing help desk staff, Fire Systems Specialist and inventory management initiatives.

Evaluates technology systems and operation processes and analyzes how to align with business needs. Documents requirements, establishes scope and objectives and determines strategy for implementing systems that achieve strategic goals. Works under general supervision.

SERIES LEVEL: The IT Operations Manager 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.)

Supervises 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 division, 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.

Monitors and assesses the performance of IT operational infrastructure, systems and policies; assesses potential risks or inefficiencies and recommends enhancements.

Oversee collection of technology inventory data through various methods.

Determines products and parts orders to ensure that the proper amount of inventory is available for timely distribution; track inventory statistics.

Create and maintain departmental system standard operating procedures and user guides including business specifications and technical data.

Evaluate the impact of change, including the implementation or revision of business processes, systems and technology. Conduct organizational assessment to determine change management strategies that minimize disruption and ensure optimal results.

Participates in the preparation and evaluation of specifications, scopes of work, and requests for proposals for new hardware, software, equipment, and services; negotiates related contracts.

Monitors the status of work in progress and inspects completed work; resolves complex problems and situations and provides related technical expertise.

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

Provides technical expertise and guidance to employees and contractors, ensuring compliance with applicable contract terms and conditions and authorizing contractor payments.

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

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 Information Systems, Information technology or closely related field and three (3) years previous helpdesk and inventory deployment experience; supplemented by two (2) years of supervisory experience; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

Valid Driver's License

CompTIA A+ Certification preferred

MCDST Certification preferred

SUPPLEMENTAL INFORMATION:

Knowledge of management principles; applicable operating systems; technology security models; telecommunications equipment; risk assessment practices; inventory management principals; creating SOP and department guideline principals; applicable software products; current technologies; project management principles and practices; vendor management principles; customer service principles; applicable Federal, State, and Local laws, ordinances, codes, rules, regulations, policies, and procedures.

Skill in using logic and reasoning to identify alternative solutions or approaches to problems; the strengths and weaknesses of multiple options; and how changes in conditions, operations, and the environment will affect how the system will and should work; in monitoring and evaluating the work of subordinate staff; prioritizing and assigning work;; interpreting and applying applicable laws, ordinances, codes, rules, regulations, standards, policies, and procedures; using computers and related software applications; monitoring and maintaining inventory.

Skill in coordinating activities with outside vendors; ensuring cost effective use of city resources; and, communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction; communication with department administrators and other to develop proactive strategic technology plans for all affected areas of the city.

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.

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.