



Title: IT Operations Manager

FLSA STATUS: Exempt from overtime under FLSA.

SUPERVISION RECEIVED AND EXERCISED:

Receives direction from IT Director.

Exercises direct supervision over professional and para-professional staff.

MINIMUM QUALIFICATIONS

- **Education:** Bachelor's degree in any field or equivalent
- **Experience:** Minimum of five years related experience. Requires broad knowledge of complex systems and procedures.
- **Licenses/Certifications/Special Requirements:**
 - Valid AZ Drivers License upon hire.
 - TOC-D Certification within 6 months of hire.

PREFERRED/DESIRABLE QUALIFICATION(s):

- Experience in a municipal or government setting.
- Previous supervisory experience is preferred.

JOB SUMMARY

The purpose of this position is to manage the activities of the Information Technology Department. Develops and evaluates processes and procedures; prepares and monitors budget activities; works with staff on operational questions and issues; researches information; recommends plan designs and structures; coordinates special projects; serves on committees; recommends and develops operational plans; monitors projects; manages and maintains service level agreements with departments; manages and coordinates work efforts of application groups, desktop groups, and network groups.



ESSENTIAL FUNCTIONS

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position.

#	Essential Functions
1	Manages staff by planning and prioritizing tasks, ensuring policy and procedure compliance, recommending changes and adjustments, monitoring staff performance and development.
2	Directs day-to-day activities of the department. Plans and prioritizes tasks; ensures policy and procedure compliance; directs studies; generates reports; analyzes programs and systems for automation; participates in the development of department goals; monitors service levels with other departments; responds to customer requests and complaints.
3	Manages and oversees operations, network data center security, and protection. Backs up data; wires hardware, operating systems, servers and storage; recommends design and modifications to infrastructures for staff.
4	Manages support, help desk, and field level staff. Develops and maintains service level agreements with other departments; ensures performance standards, licensing requirements, technical performance, equipment needs, and applicable policies, procedures, and laws are met; advises on projects; resolves conflicts; responds to customers.
5	Manages application staff. Develops and maintains service level agreements with other departments; ensures performance standards, licensing requirements, technical performance, equipment needs, and applicable policies, procedures, and laws are met; advises on projects; resolves conflicts; responds to customers.
6	Prepares budget and expenditures. Presents proposals for approval; authorizes expenditures for recommended adjustments.



PHYSICAL DEMANDS AND WORK ENVIRONMENT:

Physical strength for this position is indicated below with “X”					
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.					
Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

Work Environment for this position is indicated below with “X”				
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.				
Office	X	Outdoors	Vehicle	Office and Field/ Plant/ Warehouse
Position is typically office or administrative work and is not substantially exposed to adverse environmental conditions.		Incumbents may be subjected to extreme temperatures, wetness/humidity, respiratory hazards and noise and vibration.	Incumbents may be subjected to moving mechanical parts, vibrations, fumes, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, work space restrictions, intense noises and travel.	The work will occur in an office and field environment. While performing the duties and responsibilities the employee maybe exposed to loud noise, noxious odors, unsanitary conditions, chemicals, electricity, moving mechanical parts, varying weather conditions, and other related conditions and situations. Position is subject to atmospheric conditions: Fumes, odors, dust, mists, gases or poor ventilation

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, printers, scanners, copy / fax machine, smart phones and related software.

PROTECTIVE EQUIPMENT REQUIRED:

None required.