

# Fayetteville Public Works Commission

Fayetteville, North Carolina 28302

## Position Classification Plan Job Description

**TITLE: IS OPERATIONS MANAGER**

**GRADE: 416**

**TITLE ABBREVIATION: IS OPS MGR**

**EEO CODE: 1**

**CODE: A5742**

**FLSA CODE: EX REVIEWED DIR HUMAN RESOURCES:**

**DATE:**

**DIVISION: CORPORATE SERVICES**

**DEPARTMENT: INFORMATION SYSTEMS**

**SUPVR'S TITLE: CIO APPRVD CEO/GM:**

**DATE:**

**SUMMARY OF RESPONSIBILITIES:** The Operations Manager is responsible for managing the day to day operations of the IS Operations Center to provide a high level of IS support across the enterprise. This role will lead the coordination, planning, monitoring and supervision of the day-to-day operations related to production support of all PWC applications and infrastructure. The Operations Manager will lead and manage a team of rotational resources (Database Administration, Security, Systems Administration, End User Computing, Telecommunications/Networking, Business Analysts, and Application Support). Responsibilities include, but are not limited to, the maintenance of a centralized IS Operations Center that will respond to all support tickets and internal trouble calls; resolution of high priority issues and distribution of lower priority items to the appropriate area; coordination with external vendors for escalation, establishing internal Service Level Agreements (SLAs); managing the off-site disaster recovery facility; formulating daily procedures to ensure data and systems backup; monitoring applications and network performance/reliability in multiple locations and ensuring connectivity is maintained; managing the ITSM (Information Technology Service Management) application and developing the knowledge base to help future operations and self-service capabilities. The Operations Manager will have the End User Computing and Database sections directly reporting to him/her, and other resources temporarily as part of the weekly rotational shift in the Operations Center. Operates under general supervision of the Chief Information Officer. Latitude is allowed for the exercise of independent judgment in planning/coordinating, and carrying out the details of the work. Extended hours and on-call availability are required. Performs related work as required.

### **ESSENTIAL FUNCTIONS:**

1. Assures safety rules are enforced and no lost time accidents occur;
2. Advises/assists supervisor and appropriate staff in carrying out the functions/responsibilities within the department; develops/establishes objectives/long range plans; assures all goals are met;
3. Assures development/enforcement of effective safety and training programs;
4. Pursues the application of management concepts throughout the department in order to promote the growth of employees and the business;
5. Provides accurate/timely reports to supervisor in all areas of responsibility;
6. Develops annual work plans, programs, staffing requirements, equipment requirements and related budgets;
7. Develops/recommends to supervisor, the departmental organizational structure best suited to carry out the department's objectives;
8. Monitors contractors for satisfactory performance and budgetary compliance;
9. Interviews, selects, hires, promotes, demotes, transfers and recommends termination of employment to supervisor; reviews and provides input into the performance of staff to encourage growth and development; maintains 98% or greater attendance average;

**IS OPERATIONS MANAGER:** continued

10. Assures that position descriptions are prepared for all positions in the department and are maintained current;
11. Conducts staff meetings to improve communication/address problems; recommends solution;
12. Delegates authority to departmental supervisors with full recognition that delegation of authority does not relieve overall responsibility;
13. Recommends approval of travel/vacation/leaves of staff;
14. Processes requisitions for departmental budgetary expenditures;
15. Performs timely employee reviews in accordance with PWC policies/procedures; subordinates, collectively, meet 98% of their standards;
16. Reviews, recommends, implements technological opportunities relevant to departmental and enterprise needs;
17. Coordinates work with other departments, contractors, and agencies to assure smooth workflow and minimal down time;
18. Prepares/reviews/negotiates contracts relevant to department/PWC needs;
19. Provides consultation and technical support to sections within the department;
20. Prioritizes work, based upon project requirements, to ensure effective utilization of available resources.

**EQUIPMENT OPERATED:** Computer, communication equipment, and other equipment as required.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:** Thorough knowledge of safety rules/regulations/procedures, as appropriate; thorough knowledge of telecommunications and networking equipment, multi-user systems and enterprise applications and databases; skill and proficiency in troubleshooting/diagnosing/analyzing/resolving a wide range of IS-related problems; skill in using logical deduction and making sound decisions; ability to research/plan/coordinate/schedule/project/and prioritize work; ability to supervise people and multiple projects; ability to communicate effectively, both orally and in writing; ability to develop and maintain effective working relationships with the general public, vendors, contractors, and all levels of employees.

**MINIMUM QUALIFICATIONS:** (either)

- (A) Graduation from an accredited four (4) year college or university with a Bachelor's Degree in computer science, information technology, or related field **and a minimum** of eight (8) years of progressively responsible lead worker or supervisory IT experience in operations management with emphasis on supporting complex infrastructure and applications operating environments for a large corporation in a multiple location scenario, **OR**
- (B) Graduation from an accredited two (2) year community/technical college with an Associate's Degree in computer technology, information systems technology, or related field **and a minimum** of twelve (12) years progressively responsible experience as defined in (A) **above; OR**
- (C) Graduation from high school or possession of a high school equivalency diploma **and a minimum** of sixteen (16) years of progressively responsible experience as defined in (A) **above; OR**
- (D) An equivalent combination of education, training and experience as defined in (A), (B), and (C) **above.**

**SPECIAL REQUIREMENTS:** Must possess and maintain a valid NC driver's license.

**PHYSICAL REQUIREMENTS:** Must be able to perform the essential functions of the position.

**IS OPERATIONS MANAGER:** continued

**SAFETY HAZARDS:** Minimal.

**PROTECTIVE EQUIPMENT:** As required in the Public Works Commission's Safety Manual.