

SENIOR IT OPERATIONS MANAGER

DEFINITION

Manages the staff involved in the planning, organization, and coordination of daily operations for a defined department within the Information Technology Division, serves as the escalation point for problems, and provides operational solutions compatible with District standards, policies, software, and infrastructure.

TYPICAL DUTIES

Oversees the development and implementation of business and operational processes, standards, procedures, and policies to improve the overall quality and performance of the department.

Assists with the development of requisitions, bids, and specifications, and the negotiation, administration, evaluation of contracts for equipment and services, and vendor management, which includes applicable service level agreements (SLAs).

Reviews and oversees the estimation of project costs and preparation of project plans in conjunction with technical leads.

Monitors budget, controls expenditures, plans and allocates resources of an IT Department

Manages escalation of problems by providing operational expertise and recommendations to senior management for on-going service issues.

Coordinates resolution of issues in accordance with District policy, applicable laws, and regulations.

Leads the strategic technology planning, tactical operation planning, and the development of contingency operation plans.

Confers with and advises administrators, user representatives, and technical personnel regarding development and design of IT systems or applications.

Develops and presents reports and status updates to senior management regarding identified needs, proposed solutions, business strategies, and projects.

Evaluates staff performance and conducts progressive discipline procedures.

Oversees and monitors department and team workloads through subordinate managers.

Represents an IT department at meetings with various organizations and project groups.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Senior IT Operations Manager oversees staff in a defined IT department and determines appropriate departmental policies, procedures, and courses of action that align with the respective Branch strategy.

A Director in IT directs and administers their specialized branch within the Information Technology Division.

An IT Operations Manager provides services, processes, and standardizes procedures for an IT department within the Division of Information Technology.

SUPERVISION

General direction is received from a Director in IT or designee. General supervision is exercised over IT Operations Managers and other lower-level and/or technical personnel.

CLASS QUALIFICATIONS

Knowledge of:

- IT Service Management and Information Technology Infrastructure Library (ITIL) principles
- Project Management principles
- Theories, principles, and practices of contract administration
- Personnel Management principles
- Effective supervisory principles and techniques
- Interpretation and application of provisions of collective bargaining agreements

Ability to:

- Delegates tasks to team members
- Develops and maintains relationships with key stakeholders
- Ability to leverage data driven metrics
- Supervise, train, evaluate and motivate employees
- Prepare clear and precise reports
- Communicate effectively orally and in writing to all levels of management and non-management
- Make critical decisions under pressure and assume leadership role in crisis situations
- Work independently, exercise initiative, and good judgment
- Maintain effective working relationships with District leadership, personnel and representatives of manufacturers and other organizations
- Negotiate and maintain SLAs with vendors

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university, with a bachelor's degree preferably in business administration, computer science, or a related field. Additional qualifying experience may be substituted for up to two years of the required education on a year for year basis provided that graduation from high school or evidence of equivalent education proficiency is met.

Experience:

Five years of planning, coordinating, and overseeing IT operations or IT applications and functions, preferably including experience in customer support, business systems application development, or IT infrastructure upgrades. Three years of the above experience must have been in a supervisory position.

Special:

- A valid Information Technology Infrastructure Library (ITIL) Foundation certification is required
- An ITIL Managing Professional certification or higher is preferred
- A valid driver's license to legally operate a motor vehicle in the state of California

Use of an automobile

SPECIAL NOTES

Employees in this classification are subject to call at any hour.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and /or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

New Class
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