



CITY OF RICHLAND

CLASSIFICATION TITLE: IT OPERATIONS SUPERVISOR	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: INFORMATION TECHNOLOGY MANAGER	FLSA STATUS: Exempt

GENERAL SUMMARY:

Under the direction of the Information Technology (IT) Manager, ensures the effective and efficient operation of the City’s network, client servers, databases, and equipment; manages the IT Operations team which is responsible for monitoring and diagnosing network and hardware problems; works closely with the IT Customer Service and IT Projects & Applications Supervisors to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the City, and may be required to serve as the IT Manager in his/her absence as assigned.

ESSENTIAL JOB FUNCTIONS:

Duties listed are representative of the types of tasks and functions performed by positions of this class of work. Percentage of time and rank of importance of duties are not listed since both will vary by position and work location.

- Supervises, motivates, and provides direction and guidance to assigned staff; evaluates and reviews work performance for acceptability and conformance with department standards, goals and/or City competencies; works with employees to correct deficiencies; plans, coordinates and arranges for appropriate training of subordinates; documents corrective action and applies City policy, as needed; participates in the interview and selection process of new employees; recommends merit increases, reassignment and promotions according to established guidelines.
- Works with the IT Customer Service and IT Projects & Applications Supervisors to ensure effective delivery of operational projects, including organizing and negotiating the allocation of IT resources.
- Oversees all reports and documentation related to network and systems operations.
- Develops maintenance schedules for network and systems equipment.
- Develops and implements all functional policies and procedures, including those for network architecture, standards, purchasing, and service provision.
- Manages the deployment, monitoring, maintenance, development, upgrade, and support of IT systems, including networks, data centers, servers, PCs, operating systems, and associated hardware.
- Works with the IT Customer Service and IT Projects & Applications Supervisors to develop business case justifications and cost/benefit analyses for IT spending and initiatives.

- Approves purchase of equipment and supplies in order to meet operational requirements of the business; ensures the efficient utilization of IT resources – including personnel and equipment.
- Analyzes existing operations and makes recommendations for the improvement and growth of the network infrastructure and IT systems.
- Conducts research and remains current with the latest technologies and solutions in support of procurement efforts.
- Works with the IT Customer Service and IT Projects & Applications Supervisors to develop requests for proposal.
- Manages all IT assets, including hardware, software, and equipment throughout the City.
- Establishes and maintains regular written and in-person communications with the organization's executives, department heads, and end users regarding pertinent IT activities.
- Supports the IT Customer Service and IT Projects & Applications Supervisors for all operations-related projects and project portfolio.
- Oversees the provisioning of end-user services, including help desk and technical support services.
- Coach's, mentors, motivates, and supervises the IT Operations team, team members, and contractors, and influence them to take positive action and accountability for their assigned work.
- Identifies and resolves issues and conflicts within and between various teams and team members.
- Performs the duties of the IT Customer Service and/or the IT Projects & Applications Supervisors as assigned.
- Models and fosters the City's core values by establishing and nurturing a work environment that will promote and maintain a high level of morale and productivity.
- Actively participates as a member of the City's Leadership Team, including participation on various task teams or committees as assigned.
- Provides continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.
- Operates a variety of modern office equipment to include, but not limited to, printers, copiers, calculators, multi-line phone systems, scanners and fax machines, or other specialized equipment, and personal computers in a windows based computing environment using standard or customized software application programs appropriate to assigned activities.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES:

Identify specific and realistic knowledge, skills and abilities necessary to competently perform this job.

Knowledge of:

- Administrative principles and practices, including program development, implementation, and evaluation, project management, and supervision of staff.
- Principles and practices of budget development and administration.

- Applicable Federal, State, and local laws, rules, codes and regulations related to assigned activities.
- Modern office practices, methods, procedures and equipment.
- Record-keeping principles, procedures, and techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Public speaking techniques.
- Interpersonal skills using tact, patience and courtesy.
- Knowledge of modern programming languages and databases.
- Applicable data privacy practices and laws.
- Technical architecture and topology for software, hardware and networks.
- Current technical network hardware, protocols, and standards, including WAN systems (e.g., Cisco systems).
- Technical network and PC operating systems.
- Local Government applications.
- Technical aspects of field of specialty.

Skills and Abilities to:

- Align technical and business needs.
- Perform IT infrastructure planning and development, project management and application support.
- Oversee, design, build and manage contracts.
- Analyze, conceptualize, and problem-solve.
- Understand and support the organization's goals and objectives.
- Train, supervise and evaluate assigned personnel.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise, and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or direction, organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including personal computer equipment using standard or customized software application programs appropriate to assigned tasks.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

EDUCATION & EXPERIENCE REQUIREMENTS:

- Bachelor's degree in information systems/technology or related field;
- Six (6) years of experience with IT networking infrastructure or related experience, to include two (2) years of experience in a lead or supervisory role;
- Advanced proficiency in Microsoft Office Windows, Internet Explorer, Outlook and Visio, and proficiency at an intermediate level in Microsoft Word, Excel, and

PowerPoint.

- Or an equivalent combination of education and experience that will provide the necessary knowledge, skills and abilities to successfully perform the essential functions of the job.

LICENSES, CERTIFICATIONS & OTHER REQUIREMENTS:

- Valid Washington State driver’s license upon hire date.
- MCITP and CCNA required upon hire date.
- PMP Certification required within one (1) year of hire date.

COMPETENCIES:

Supervisory

- Foster Teamwork: Builds effective teams committed to organizational goals. Fosters collaboration among team members and among teams. Uses teams to address relevant issues.
- Prioritize Work and Commitments: Develops short- and long-range plans that are appropriately comprehensive, realistic, and effective in meeting goals. Focuses on the most important tasks first and directs others to focus on those tasks. Integrates planning efforts across work units to ensure the most critical work gets done first.
- Drive for Team Results: Demonstrates and fosters a sense of urgency and strong commitment to achieving goals. Encourages others drive for strategic goals. Persists despite obstacles and opposition. Pursues aggressive goals and works hard to achieve them. Owns the outcomes produced by the team.
- Manage Employee Performance: Guides employees to achieve the highest levels of performance. Sets clear and compelling expectations for performance. Provides frequent and specific feedback to help employees meet or exceed expectations. Maintains effective records related to employee performance. Delivers specific, timely, and meaningful performance reviews.

Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.

- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

WORKING CONDITIONS

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Environment:

- The work is generally performed within an office environment, which may include an open cubicle office setting.
- Will require occasional trips to other city offices and other agency offices for business purposes, which may include inclement weather conditions.
- Lighting and temperatures are typically adequate, and there are is little to no hazardous or unpleasant conditions caused by noise, dust, etc.
- The noise level in the work environment is usually quiet to moderate.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies/procedures.

Physical Demands

- Generally sedentary in nature, but may require standing and walking, and the ability to intermittently kneel down, stoop, bend at the waist, twist at the waist and reach.
- Ability to operate a motor vehicle and to visit various City and meeting sites.
- Must be able to read, write, and communicate clearly.
- Ability to lift up to 20 lbs on occasion (boxes, paper, office supplies, etc.),
- Ability to operate standard office equipment (copier, fax, printers, multi-line phone systems).
- Must have good vision to read print and a computer screen.
- Ability to hear and speak to communicate in person, before groups, and over the telephone.
- Manual dexterity of hands and fingers to include repetitive keyboarding, grasping, and reaching to operate a computer keyboard, mouse and/or standard office equipment.

SELECTION GUIDELINES:

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.