



City of Des Moines, Washington JOB DESCRIPTION



INFORMATION TECHNOLOGY OPERATIONS SUPERVISOR

Regular, Full-time

Salary Grade: E-32

FLSA Status: Exempt

Union Status: Non-represented

EEO Category: Professionals

Nature of Work

Under the general supervision of the Information Technology Director, the Information Technology Operations Supervisor effectively monitors, operates, troubleshoots and maintains the City's Information Systems. The incumbent performs a wide range of journey- to advanced journey-level systems and network administration responsibilities to enable City technology users to accomplish their business and public service requirements through effective operations and sharing of information and applications. The incumbent is expected to operate with a high degree of independence and frequently performs problem solving and project assignments during non-business hours so that systems are up and available during City business hours. This position also has supervisor responsibilities over the rest of the full time IT Staff. Assignments are usually given in terms of broad operational or project requirements and performance is measured in terms of overall effectiveness in providing prompt support and maintaining efficient, stable systems.

Essential Functions

- Supervises IT Department staff to include training, work delegation, evaluation of performance and time approval to submittal to IT Director.
- Participates in the hiring process of new employees; prioritizes and schedules work; oversees employee development; responds to and/or elevates staff issues and concerns; counsels employees and participates in disciplinary actions; coordinates workflow and cross training between work unit and with other units of other divisions with the consultation of the IT Director.
- Maintains network servers and network infrastructure devices.
- Maintains desktop and mobile computer hardware and software.
- Maintains fixed and mobile video recording systems.
- Maintains and monitors computer management system ensuring all systems are fully patched and protected.
- Maintains and monitors backups ensuring effective disaster recovery.
- Maintains, monitors and resolves issues with fixed and mobile city phone systems.
- Maintains monitors and resolves issues with Exchange email system.
- Maintains monitors and resolves issues with SQL server environment.
- Maintains and resolves issues with building access systems.
- Maintains and resolves issues with Marina parking computer/ network infrastructure.
- Plans and implements hardware/software upgrades.
- Resolves system problems and irregularities, which includes identifying issues, determining courses of action for problem resolution, allocates resources to resolve problems, and reviewing problem resolutions.
- This position requires a thorough understanding of the capabilities of telecommunication equipment, a high degree of technical skill in the operation of equipment, and the ability

to analyze and develop operational procedures for the efficient operation of telephone/communication system.

- Oversees City of Des Moines TV 21, government access cable television channel including systems, production, programming and scheduling.
- Maintains and updates content on the City's web site.
- Establishes and maintains documentation of the City's network and systems architecture, operating systems software, devices and communications specifications.
- Monitors trends and developments in computing, networking and multi-platform communication technologies; evaluates new operating system and/or network software, hardware, methods and techniques to improve systems/network reliability and performance; plans and coordinates migration to new technologies.
- Contributes to the development and implementation of long-term plans, goals and objectives to achieve City technology priorities.
- Participates in the development of City standards and policies for hardware and software; administers City software licensing; assures licensing compliance.
- Recommends citywide network and computer operations policies regarding practices, procedures, authority levels, emergency and similar procedures.
- Recommends new equipment and applications to plan for future growth; and provides budget justification
- Provides input for departmental budget.
- Maintains the IT Capital Equipment Replacement Schedule and computer inventory lists; collaborates with Finance to maintain the Finance Budget Computer Equipment Replacement Schedule
- Serves as Acting IT Manager when IT Manager is not available.
- Provides training or individual assistance to users.
- Establishes and maintains cooperative, effective working relationships with co-workers, other City employees, and the general public using principles of good customer service.
- Reports for scheduled work with regular, reliable and punctual attendance.
- Performs other duties as assigned, including but not limited to being assigned to work in other functional areas to cover absences or relief, equalize peak work periods, or balance the workload.

Necessary Knowledge, Skills, and Abilities

Ability to:

- Plan, organize and deliver comprehensive City-wide information services to meet City business and operating objectives; configure, maintain and manage the operations, components and services of a complex LAN/WAN infrastructure to achieve optimal technical performance and user support.
- Communicate effectively both orally and in writing. Correct English usage, grammar, spelling, punctuation and vocabulary.
- Read, analyze and interpret technology periodicals, professional journals, technical procedures, and governmental regulations.
- Learn and implement abstract concepts from written materials, diagrams, and schedule forms.
- Provide technical guidance to computer system users.
- Effectively problem-solve.
- Work independently.
- Organize time effectively.
- Be dependable and punctual.
- Perform the essential functions of the position.

Education and Experience Requirements

- Seven years of recent(I feel like this is to many years, recommendation 4+, progressively responsible experience in systems and/or network analysis, design and administration required.
- College coursework in information technology or a related field preferred.
- Certifications? CNE4 certification required, MSCE preferred.

Special Requirements

- Occasional evening and weekend work as required.
- Possession of and the ability to maintain throughout employment a valid Washington State Driver's License with a good driving record.
- Successful completion of a pre-employment background and criminal history check.
- Because of the known effects of tobacco use, the City of Des Moines does not hire applicants who use tobacco products.

Working Conditions and Physical Abilities

Work is primarily performed in an office setting. Hand-eye coordination and fine-manipulation skills are necessary to operate computers and a variety of office machinery. The position requires the ability to speak and hear to exchange information, sit for extended periods of time, stand, bend, stretch, climb, kneel, crouch, crawl, balance, and stoop. The employee is regularly required to lift up to 50 pounds. Driving to various office locations is required.

Equal Opportunity Employer

- The City of Des Moines is committed to hiring a diverse workforce and all qualified applicants, including all ethnic backgrounds and persons with disabilities, are encouraged to apply. The City is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, sexual orientation, veteran status, disability status, or any other basis prohibited by federal, state, or local law.
- In accordance with the Americans with Disabilities Act, an employer is obligated to make a reasonable accommodation only to the known limitations of an otherwise qualified individual with a disability. In general, it is the responsibility of the applicant or employee with a disability to inform the employer that an accommodation is needed to participate in the application process, to perform essential job functions or to receive equal benefits and privileges of employment.

General Information

- The statements contained herein reflect general details as necessary to describe the principal functions for this job classification, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.
- The physical abilities described above 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.

- The provisions of this job description do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.
- Updated 2023.

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- Updated 2020.