

To perform this job successfully, an individual must have a strong background in IT operations and be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were written out in this job description.

IT Infrastructure and Operations Manager

Department: Administration
Pay Grade: 516
FLSA Status: Exempt
Job Code: A142

JOB SUMMARY

As the IT infrastructure and Operations Manager, you will provide comprehensive oversight of the City's IT infrastructure, guaranteeing our technology systems' seamless operation and reliability. This pivotal role entails managing the day-to-day activities of the IT operations team, spearheading the implementation of industry best practices for IT service delivery, and upholding stringent measures to ensure the security and resilience of our systems.

ESSENTIAL JOB FUNCTIONS

Team Leadership:

- Leads, mentors, and coaches IT security and infrastructure professionals to foster a culture of security awareness, collaboration, and continuous improvement.
- Assigns tasks, sets priorities, and monitors team members' progress to ensure timely completion of projects.
- Conducts regular performance evaluations, provides constructive feedback, and identifies opportunities for professional development, fostering a culture of continuous learning and growth.

IT Operations:

- Oversees the City's IT security program, encompassing disaster recovery, tabletop exercises, phishing campaigns, and data backups to ensure the security of IT assets.

Security Policy and Compliance:

- Drafts and proposes policies and procedures aligned with best practices for IT security.
- Recommends and implements projects to safeguard systems from cyber threats like bugs, malware, and hacking.
- Maintains up-to-date knowledge of relevant policies, procedures, trends, and advancements in the field.

IT Infrastructure Operations:

- Coordinates projects involving installing, maintaining, and troubleshooting City networks, server systems, and communications equipment.

- Designs, installs, and monitors wide area network (WAN) and local area network (LAN) systems, including Wi-Fi networks and fiber-optic cabling.
- Manages data backup, retention, and storage systems, as well as Active Directory infrastructure and VOIP systems.
- Contributes to designing and maintaining the City's Information Technology Disaster Recovery plan.
- Diagnoses, analyzes and resolves hardware, software, peripheral, and network problems.
- Installs and configures server systems, network systems, peripherals, and software and provides technical support and training to system users.
- Researches new software programs, network hardware, and other technologies.
- Monitors equipment, supplies, and materials inventory levels and communicates with vendors to obtain competitive price quotes.
- Prepares various forms, reports, correspondence, and documentation related to IT operations.
- Operates a personal computer and other office equipment as necessary to complete essential functions.
- Performs other duties as required.

MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's Degree in Computer Science, Engineering, or a closely related field is required.
- Minimum of three (3) years of experience in computer networking.
- Equivalent combination of education, training, and experience may be considered.
- Must possess the requisite knowledge, skills, and abilities for the position.

Licenses or Certifications:

- Must possess and maintain Georgia Crime Information Center (GCIC) Certification

Special Requirements:

- NONE

Knowledge, Skills, and Abilities:

- Ability to learn, comprehend, and apply all City or departmental policies, practices, and procedures essential for effective job performance.
- Proficiency in evaluating, auditing, deducing, and assessing data using established criteria, including exercising discretion in determining actual or probable consequences and selecting alternatives based on evaluation.
- Skill in applying principles of persuasion and influence to coordinate activities within projects, programs, or designated areas of responsibility.
- Capability to overhaul, restore, renovate, construct, or rebuild equipment, machinery, or objects, adhering to prescribed standards and specifications and operating and controlling the actions of such equipment and machinery.
- Proficient utilization of various reference, descriptive, advisory, and design data and information.
- Strong mathematical skills, including addition, subtraction, multiplication, division, decimals, percentages, fractions, and interpretation of graphs.

- Ability to apply principles of influence systems such as motivation, incentive, and leadership, and exercise independent judgment to develop problem-solving approaches and techniques.
- Demonstrated judgment, decisiveness, and creativity in evaluating information against sensory, judgmental, or subjective criteria instead of clearly measurable or verifiable.

PHYSICAL DEMANDS

The work involves light physical exertion, typically requiring some combination of stooping, kneeling, crouching, and crawling. It may also involve lifting, carrying, pushing, and pulling objects and materials weighing 12-20 pounds. Tasks may require extended periods at a keyboard or workstation. The ability to perceive and discriminate colors, shades, sounds, odor, depth, texture, and visual cues or signals is also necessary. Some tasks also require oral communication skills.

WORK ENVIRONMENT

Regular work involves exposure to adverse environmental conditions, such as dust, electric currents, or bright/dim light.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state, and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.