

Marion County Board of County Commissioners

POSITION DESCRIPTION



To perform this job successfully, an individual must 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 actually written out in this job description.

IT OPERATIONS MANAGER

Department: Information Technology
Pay Grade: 116
FLSA Status: Exempt
Job Class: 2287
Risk Code: 8810

JOB SUMMARY

The Information Technology Operations Manager is responsible for managing many of the day-to-day operations of the IT Department ensuring IT systems, services, and operations run effectively, efficiently, and securely. This position reports to and serves as deputy to the Information Technology Director.

ESSENTIAL JOB FUNCTIONS

- Manages and oversees many of the daily operations of the IT department, including the Application, Network, Server, and Systems Teams.
- Leads several of the IT teams, providing guidance, support, and training as needed.
- Collaborate with other departments to ensure that IT systems and services meet their needs and requirements.
- Assists the Director with developing and implementing policies and procedures, disaster recovery plans, and business continuity plans to ensure that all IT systems and services are secure and compliant with industry standards and regulations.
- Assigns work to team managers and operational units to support the County's technology with respect to efficient information processing and delivery.
- Monitor and analyze system performance, identifying and resolving issues as they arise.
- Manage vendor relationships and contracts, ensuring that service level agreements are met.
- Assists with the development and recommendations for county departments annual budgets relating to technology.
- Keep up-to-date with the latest industry trends and technologies, making recommendations for improvements as needed.
- Serves as an ambassador for the County, creates newsworthy articles, and conducts public presentations within their areas of responsibility.

- May be required to work outside normal business hours, have the ability to perform work remotely, respond to emergencies on a 24/7 basis, and carry a mobile phone.
- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

SUPERVISION

This position has direct supervision over a relatively small number of managers and indirect supervision of a moderate size staff who report to other supervisors or managers. Includes assigning, directing, evaluating, and reviewing work of subordinate employees. Responsibilities include providing on-the-job training; evaluating job performance; recommending selection of new staff members, promotions, status changes, and discipline; and planning, scheduling, and coordinating work operations.

QUALIFICATIONS

Education and Experience:

Bachelor's Degree in Computer Science or Business Administration or equivalent; and four (4) years' progressively responsible experience in systems analysis, applications programming, and information management operations; or an equivalent combination of education and experience.

Licenses or Certifications:

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Must successfully pass a Criminal Justice Information Services (CJIS) background check and maintain a current CJIS Level 4 Security Awareness Certification. These requirements exist at the time of hire and as a condition of continued employment.

May be required to acquire and maintain professional certification(s) related to the technology and applications used by the organization.

Certified Government Technology Leader (CGTL) preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.
- Ability to write speeches and articles using original or innovative techniques or style.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Ability to develop plans, policies, specifications, and programs continually.
- Ability to function independently as an expert in matters of specialized rules, policy, analysis, or technical systems.
- Ability to deal with a variety of abstract and concrete variables.
- Analyzes major organization-wide policies, procedures, and systems on a continuous basis.
- Knowledge of and expertise in all technology platforms used in the County.
- Knowledge of the application of all major types of information technologies to diverse business, economic, and technical information management requirements.
- Knowledge of the principles and practices for efficiently managing system life cycles.
- Ability to plan, schedule, coordinate, and review the work of subordinate technicians.
- Ability to organize tasks and meet multiple deadlines.
- Ability to organize and analyze data and develop appropriate recommendations.
- Ability to communicate effectively and tactfully with department heads and other administration employees.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

PHYSICAL DEMANDS

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. While performing the duties of this job, the employee is regularly required to walk, talk, see and hear. The employee is occasionally required to stand and frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms. Some movements of the hands, arms and wrists may involve repetitive motion. Specific vision abilities required by this include close vision, distance vision, color vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions.

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

Employee Signature

Date

Supervisor (or HR) Signature

Date

E.O.E. Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.