



IT MANAGER – INFRASTRUCTURE AND OPERATIONS

Department: Finance
Job Class #: 635500
Pay Range: Executive 11 (salaried)

FLSA: Exempt
Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION:

The IT Manager Infrastructure and Operations sets the strategic and tactical direction for County IT operations. This position provides primary direction and supervision to IT staff who are responsible for the fiscal, operational planning, acquisition, deployment, security and support of information technology infrastructure technologies to include voice, data communication systems, including but not limited to local and wide area networks (LAN/WAN, WIFI, Cellular) routers, switches, servers, email, virtual server infrastructure, security systems (firewalls, load balancer, anti-virus systems, etc.), tier II / tier III data centers, IDF/MPOE, UPS, fire suppression systems, environmental, wiring, cable management, cabinets w/ seismic bracing, business continuity (i.e., backup / recovery plans / systems, disaster recovery plans / systems, hardware / firmware patching standards) for Pierce County. This position will have overall responsibility for internal and external (cloud) hardware that support County Departments, Offices, Courts and affiliated agencies and implement technical and preventive maintenance programs for ALL hardware to provide stable, secure, and reliable services.

Additionally, this position must work cross-functionally and effectively with other IT professionals and department tech staff to fulfill service-level agreements and ensures that appropriate IT resources are identified and distributed where needed. This position works with departmental, state, federal & local stakeholders to negotiate the initiation/continuance of applications/systems based on business needs and available resources, and institutes adequate controls for underlying programs per departmental, state, and federal IT policies & standards.

ESSENTIAL FUNCTIONS:

The IT Manager for the Infrastructure and Operations Division provides domain expertise and leadership in IT Division projects and assessments with the following responsibilities:

- Ensures that platforms are efficiently utilized, the cost to operate and support the platforms aligns with business expectations, and that all regulatory and compliance requirements are met for all platforms (to include, but not limited to PCI DSS, federal and state security and compliance regulations, etc.).
- Provides a secure, compliant, robust, reliable, scalable and efficient infrastructure and directs infrastructure support strategy and operations.
- Manages activities related to keeping the infrastructure performing optimally including backing up the systems, performance tuning, installing operating system upgrades and patches, implementing security and virus protection and providing 24 hour monitoring and support.
- Manages Internet infrastructure including management of firewalls to provide Internet connectivity for company functions and provide 24 hour monitoring and support.
- Manage assigned operations to achieve Division goals and plan, develop, and administer the Division's budget and provide data for cost allocation.
- Improve, tune and expand all systems as growth demands. Ensures infrastructure installations go smoothly, as well as software and hardware upgrades.
- Ensure maximum accountability and accuracy for management of technology assets, vendors, software licensing, and hardware support.

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- Oversees the day-to-day support of all production platforms to ensure the high availability, integrity, and confidentiality of the network, servers, storage, telecommunications services and information.
- Lead the process of establishing project scopes, system designs, business and technology analysis, system development, and testing throughout the system's lifecycle.
- Directs countywide infrastructure operations including the management of: infrastructure equipment, data centers, application administration, servers, databases, telecommunications, networks, enterprise systems, data storage, data processing in on premise and multiple cloud provider environments.
- Supervise IT System Administration for enterprise email, file system storage and collaboration systems.
- Plan, implement, and support the Pierce County wide area and local data networks, including proactive network management and problem resolution.
- Oversee the security of the County operations including intrusion, detection and prevention solutions.
- Develop computer information resources for data security and control, and disaster recovery for internal county systems and PAAS/SAAS providers.
- Maintain a disaster recovery plan for IT operations and production systems and coordinate responses to emergency production issues; resolve conflicting demands from users for service.
- Provide outage and crisis leadership with crisp, clear communication to stakeholders, vendors and executive management.
- Provide technical input and recommendations for contracts, software and related goods and services needed for technology areas. Negotiate with and direct vendors and contractors, including contract management.
- Provide leadership and direction through developed short and long-range technology plans. Review and update annual and multi-year plans to assure their implementation and continued maintenance.
- Plan and organize workloads and staff assignments; Review progress, and direct changes in priorities, schedules, procedures to meet deadlines. Motivate staff by setting and achieving challenging goals; demonstrate persistence in overcoming obstacles. Lead change management and risk management, identifying appropriate resources and developing schedules to ensure timely project completion. Manage risks by considering the ultimate impact of decisions and actions.
- Participate as a member of the Information Technology management team and plan, organize, and set performance measures for goals, initiatives, staff and Division budgets.
- Provide periodic reports of enterprise technology and support activities as required to achieve and maintain performance measures.
- Select, supervise, coach and evaluate assigned staff. Establish work rules and performance standards, conduct and oversee performance evaluations and initiate and implement disciplinary actions as needed. Resolve grievances and other personnel matters. Provide for the training and motivation of subordinates in order to make full use of individual capabilities and to meet changing system demands.
- Oversee the development, implementation, and maintenance of technical solutions, support standards, business continuity, and disaster recovery.
- Serves as a technology ambassador and liaison for the Information Technology Division by establishing and providing proactive communication with clients, team members, and management. Conduct outreach to peer organizations, universities, and external clients.
- Partner closely with other department managers to ensure proactive planning, smooth deployment, and excellent on-going support for their applications.
- Effectively market IT services, promote technology initiatives, and advocate strongly for project benefits.
- Be a visible leader in organization change management for IT related initiatives.

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- Plan, develop, and administer the Division's budget and provide data for cost allocation. Develop service level agreements and service level standards to support efficient and economical performance.
- Provide excellent customer service for assigned areas, adapted to the needs of Pierce County departments.
- Present County technology achievements at IT conferences and participate as a member of County-wide, State-wide, and other committees and groups when necessary to fulfill the general duties of the position.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, and holidays.

OTHER JOB FUNCTIONS:

- Assists department director with special projects as assigned.
- May function on behalf of the Assistant Director of Information Technology.
- Perform other job functions as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- IT infrastructure management processes, techniques, risks, and best practices.
- Infrastructure technologies including experiences in hands-on technical roles in system management, systems/network administration and development.
- Server Administration.
- Data Centre Operations: Storage, Backups, Restore and Security.
- Principles and practices of public administration/policies, county government, personnel management, and modern supervisory practices.
- State-of-the-art developments and trends in the field of information technology.
- System analysis, procedure/process analysis and problem resolution by working with multiple stakeholders in a problem-solving environment.
- Project and change management principles and practices.
- Information technology security principles and practices.
- Fiscal management through budget and contract development and administration.
- Business continuity and disaster recovery principles and practices as well as use of GIS in emergency management.

Skill in:

- Use of independent judgment and effective decision-making in the application of a wide variety of laws, policies and procedures and in effective problem-solving.
- Analytical problem solving and decision making combined with the ability to facilitate efficient resolution of problems. Considers the relative costs and benefits of potential actions and chooses the most appropriate.
- Exercising independent judgment and creative problem-solving.
- Facilitating creative and strategic discussions in order to address emerging problems and opportunities.
- Providing leadership and management of technical personnel; delegating work assignments, matching the responsibility to the person and giving authority to work independently.

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- Functioning in a fast-paced, short deadline environment, and the ability to come up with innovative cost-effective decisions.
- Resolving interpersonal and interdepartmental conflicts and coordinating solutions to critical problems and ensure completion of planned deliverables.
- Communicating changes effectively and building commitment and overcomes resistance.
- Making effective presentations of technical and complex matters to a diverse audience.

Ability to:

- Translate business needs into information technology solutions and provide detail-oriented project management leadership with strong consultative skills.
- Prioritize projects and negotiate with departments within budgeted funds and available personnel.
- Develop divisional goals and objectives and perform planning and budgeting functions which include authorization of purchases and expenditures.
- Manage complex business strategy and technology projects as well as develop successful solutions to multi-faceted issues as they arise.
- Keep up-to-date technically, and apply new knowledge to creatively develop, design, and innovate new solutions, ideas, relationships, or products.
- Develop, implement and maintain policies, standards, and procedures.
- Handle difficult or sensitive situations, while maintaining confidentiality.
- Balance team and individual responsibilities; work in a collaborative manner with technical and non-technical personnel; exhibit objectivity and openness to others' views; build a positive team spirit; treat others with respect regardless of status or position; inspire the trust of others; facilitate knowledge share between individuals to contribute to team effectiveness and supports everyone's efforts to succeed.
- Mentor staff in job duties and responsibilities and provide guidance to direct reports on problems.
- Establish and maintain effective communication and working relationships with staff, vendors, contractors, management, public officials, the media and the general public.
- Effectively coordinate, perform, and complete multiple duties and assignments concurrently in a fast-paced environment (24/7/365) and in a timely manner. Manages competing demands; able to deal with frequent change, delays, or unexpected events.

SUPERVISION RECEIVED AND EXERCISED: Work is performed with considerable latitude for independent judgment and the employee is expected to manage services and staff in conjunction with the Department's mission. Work is reviewed through meetings, projects, and by overall evaluation of results obtained by the Assistant Director of Information Technology for compliance with regulations, policies and procedures. The IT Manager – Infrastructure and Operations has full supervisory responsibility for assigned employees.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. Work is primarily based in an office setting. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of work outside of normal scheduled hours may be required. Extended periods of concentration and sedentary work are required. Work is subject to frequent interruptions and normal office noise.

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PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Ability to move throughout an office environment, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting associated with the job duties is required. Travel to various work sites throughout the region may be required.

MINIMUM REQUIREMENTS TO APPLY:

- A Bachelor of Arts or Bachelor of Science degree in information technology, computer sciences, business, engineering or related field required, and
- Eight or more years of IT infrastructure and operations experience, including
 - Five years or more of complex project management experience and
 - Four or more years supervising technology professionals is required.
- OR an equivalent combination of experience and education is required.
- Preference given to individuals who have broad experience across all parts of the technology infrastructure including network services, telecommunications, IT security, cloud technologies, identity management, enterprise system management.
- Project Management, ITIL, and LEAN Certification are desired.
- Experience with incident response and disaster recovery is desired.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: A valid Washington State driver's license may be required when travel is required of the position. Ability to successfully complete all required background investigations. Fingerprint and in-depth criminal history check is required.