



## CITY OF OVERLAND PARK - POSITION DESCRIPTION

<b>TITLE:</b>	Manager, Technical Operations	<b>BAND/LEVEL:</b>	MGT IV
<b>DEPARTMENT:</b>	Information Technology	<b>JOB NO:</b>	1280
<b>DIVISION:</b>	Information Technology	<b>DATE:</b>	12/1/2017
<b>REPORTS TO:</b>	Chief Information Officer	<b>FLSA STATUS:</b>	Exempt
<b>FT/PT/SEASONAL:</b>	Full-time	<b>COST CENTER:</b>	123
<b>REPLACES:</b>	Mgr, Technical Operations	<b>LAST REVISED DATE:</b>	03/25/2012

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**JOB SUMMARY STATEMENT:** Assists the Chief Information Officer in planning and directing activities of Information Technology (IT). Supervises and monitors IT staff performing activities in computer hardware and software support, support of personal computers and servers, and local area networks. Responds to needs of staff in areas of training, technical help, and other professional needs. Evaluates the short and long-range information technology needs of the City. Keeps abreast of new technologies.

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### DUTIES AND RESPONSIBILITIES:

1. Assists the Chief Information Officer in planning, scheduling, prioritizing and controlling work of IT. Schedules and assigns projects to IT staff. Monitors and reports progress of projects. Assists IT staff with work assignments when required to expedite progress. Prepares time estimates of proposed projects.
2. Manages/supervises the installation, upgrade, relocation and maintenance of the City's personal computers and servers; and the installation and maintenance of the City's telecommunications network.
3. Works with end-users to resolve computer and network problems. Answers inquiries over the telephone or in person. Analyzes and corrects problems. Contacts outside maintenance vendors regarding hardware and software problems as needed.
4. Develops and manages backup and disaster recovery procedures for IT systems.
5. Supervises activities related to the IT Help Desk services and procedures. Responsible for recognizing, identifying, isolating and resolving problems with information systems products and services.
6. Assists other IT staff with technical support as needed. Refers to manuals for answers to solve problems. Discusses information gained from trade periodicals with other IT staff.
7. Performs support functions to end-users regarding IT hardware and software such as assisting with installations, troubleshooting problems, making recommendations, developing backup procedures, assisting with acquisitions, etc.
8. Assists with evaluation and projection of City's long-range information technology needs. Analyzes information technology hardware, software, operational and personnel needs and makes recommendations to Assistant Director.
9. Analyzes current administrative and office procedures and recommends revisions, deletions and/or additions.
10. Assists with establishing and maintaining information technology standards and procedures, and a disaster recovery plan. Makes recommendations for improving staff and operational efficiency.

11. Keeps abreast of current developments in information technology by reading trade publications and attending seminars, classes and training sessions.
12. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work and employer goals.
13. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

### GENERAL QUALIFICATIONS

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#### EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

- Bachelor's degree in information technology, computer science, business, or a related field of study; or an equivalent combination of formal education and work experience.
- **To comply with Kansas Criminal Justice Information System security requirements, must be at least 18 years of age**

#### EXPERIENCE:

- Six years of increasingly responsible information technology experience in the areas of network administration, PC support, PC operating systems, office productivity software, and hardware and software installation, or an equivalent level of experience.
- Supervisory experience preferred.

#### SKILLS:

- Excellent oral and written communications skills.
- Good listening skills.
- PC hardware and software skills.
- Analytical skills.
- Organizational skills.
- Management skills.
- Tact and diplomacy.

#### MENTAL REQUIREMENTS:

- Ability to analyze complex problems and recommend possible solutions.
- Decision making ability.
- Diplomacy and judgement.
- Alpha and numeric recognition.
- Abstract and logical reasoning.
- Ability to train and guide others.
- Ability to adapt to a changing environment.
- Understanding of computer hardware and software.
- Understanding of telecommunications systems .

#### PHYSICAL REQUIREMENTS:

- Ability to make and receive phone calls.
- Hand and eye coordination adequate for computer input.
- Visual stamina and acuity adequate to review alpha/numeric data and to spend long periods looking at computer screen.
- Ability to sit and be attentive for extended periods of time.
- Ability to visit all City sites where IT equipment is installed.
- Ability to speak to individuals and carry on conversations.



**SUPERVISORY RESPONSIBILITY (Direct & Indirect):**

- Direct:
  - Various professional, technical, and administrative positions.

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.

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