

City of Redondo Beach Approved:
Class Specification Resolution:

INFORMATION TECHNOLOGY OPERATIONS SUPERVISOR

DEFINITION:

Under direction of the Information Technology Director, this position is accountable as a supervisor of the Information Technology Department to achieve results in support of the City's mission, goals, policies and objectives. This position is responsible for supervision of customer service operations, IT service desk staff and assignments, desktop support, audio/visual systems, and assists with network and server operations, identity management, infrastructure operations and application administration. This position serves as a senior technical resource and assesses user requirements, recommends/executes technological solutions, manages complex technology projects, ensures a high level of operational readiness, evaluates changing computer and communication technology with respect to its potential application to the City, responds to information systems outages and incidents, and performs other related duties as required.

EXAMPLES OF DUTIES, RESPONSIBILITIES AND EXPECTATIONS:

- Plans, organizes and maintains all computer systems within the City, including data networks, virtual and cloud server environments, identity management, cybersecurity systems, business information systems and public safety systems
- Leads and coordinates technology projects involving multiple departments, vendors and technical teams to ensure timely and successful delivery of systems and services.
- Works with the major information systems used in the City
- Works with telecommunications systems
- Executes direct supervision of IT service desk staff and operations and serves as escalation contact
- Assists the Information Technology Director with infrastructure and enterprise application projects and operations
- Researches and investigates new computer hardware and software products for their application in the City's computing environment to improve services and reduce costs

- Coordinates administration of City computer systems, data networks, and internet technologies
- Oversees personal computer (PC)/network support including suggesting appropriate purchases, developing installation procedures, monitoring vendor support, and providing any maintenance as required
- Assists in long-range planning and short-term system implementation planning
- Works positively and constructively with users in a highly technical and demanding environment
- Communicates clearly and concisely, both orally and in writing
- Supervises, evaluates and trains assigned staff
- Works with employees to correct performance deficiencies
- Recommends and implements modifications to division policies and procedures as appropriate
- Establishes and maintains cooperative working relationships with internal and external customers
- Provides effective leadership to accomplish the administrative objectives of the City Manager and the policy goals of the City Council
- Conducts regular performance evaluations of personnel, giving frequent and specific feedback about personnel performance; holding employee accountable for execution and customer service and celebrating accomplishments and successes
- Delivers responsive and effective internal and external customer service while solving problems and proactively creating sustainable solutions to issues
- Conducts duties, responsibilities, tasks and assignments with a constructive, cooperative, positive, professional attitude and demeanor
- Supports the City's mission, goals, policies and objectives
- Supports the City's corporate values of: Openness and honesty; integrity and ethics; accountability; outstanding customer service; teamwork; excellence; and fiscal and environmental responsibility
- Working irregular hours including evenings, nights, and weekends as necessary.
- Available for call-back and automatic return to work with a reasonable response time for major emergencies, disasters, and critical incidents. Responds to

information technology and cybersecurity incidents and outages including after-hours, weekends and holidays as needed in support of City operations

- Performs other related tasks or functions deemed necessary to daily operations.

CLASSIFICATION:

This position is designated as Classified and is exempt from coverage under the Fair Labor Standards Act (FLSA) overtime regulations.

QUALIFICATIONS

This position requires:

Knowledge of:

- Information systems including ERP Systems, Content Management Systems, Customer Relationship Management Systems, Microsoft Windows, Windows Server, Active Directory, Endpoint Management Tools, Azure, M365/Exchange Online, VmWare, Meraki, and RingCentral, or similar
- Data communications technologies
- Telecommunications technologies
- The operation of local area networks (LANs), wide areas networks (WANs), internet technologies, and wireless technologies
- Principles and practices of supervision, training and personnel management.

Ability to:

- Balance multiple projects, assignments, operational needs and tasks
- Install, maintain, operate and configure computer hardware and software
- Provide support for the City's computer and users
- Troubleshoot personal computer hardware problems and malfunctions
- Work with a significant degree of independence
- Supervise the activities of assigned staff
- Legally operate a motor vehicle in California.

Skills in:

- Advanced written and spoken English

- Technical writing, customer service
- IT service desk operations
- Preparing reports
- Conducting meetings
- Creating and delivering formal presentations
- Project Management

Required Education and Experience:

- Five (5) years hands-on and in-depth working experience in a combination of information systems including ERP Systems, Content Management Systems, Customer Relationship Management Systems, Microsoft Windows, Windows Server, Active Directory, Endpoint Management Tools, Azure, M365/Exchange Online, VmWare, Meraki, Cybersecurity and RingCentral, or similar
- Five years of high-level experience in maintaining PCs, networks and software in a commercial or governmental environment and a working knowledge of personnel and project management
- A bachelor's degree with an emphasis in information technology or business administration or technical certifications (i.e. PMP, CCIE, CCNA, MCSE) is preferred

Other Requirements:

- Possession of a valid California Driver License is required
- Certifications in Project Management, ITIL, Microsoft Windows, Windows Server, Active Directory, Endpoint Management Tools, Azure, M365/Exchange Online, VmWare, Meraki, Cybersecurity and RingCentral are preferred.
- Certification in Project Management (PMP, or similar) is highly desirable.
- Knowledge in the use of complex software systems, networks, applications and their underlying infrastructure

In addition, this position requires computer literacy with knowledge in the use of Microsoft Office; the ability to communicate using email programs; and an understanding of and adherence to City policies for information technology.

The position's expected competencies are sound decision-making skills, critical thinking ability, problem solving and innovation skills, drive for results, analytic skills, interpersonal, customer service and diplomatic skills, ethical conduct, supervisory skills, project management, and proven top performances.

The position requires meeting the physical employment standards for the job classification.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

While performing the duties of this job, the employee may frequently sit, use a telephone and personal computer for extended periods of time, install and remove desktop, server and network equipment, drive City vehicles to support technology at remote locations, climb ladders/staircases, stoop, balance and kneel, use arms, legs and back to occasionally lift and/or move up to 50 pounds.

Job description statements describe the general nature and levels of work performed by employees and are not intended as an exhaustive list of all responsibilities, duties and skills required.