BUSINESS OPERATIONS MANAGER
Services Division

DEFINITION

Under direction, to supervise and direct the Services Division engaged in providing end user technical support and training on core technology systems and infrastructure involving the design, configuration, installation, and troubleshooting of desktop and laptop hardware, software, operating systems, printers and peripherals, networks and network-attached devices. Serves as a project leader and provides support, work direction, coordination, mentorship, and scheduling of support staff. Performs other work as assigned.

DISTINGUISHING CHARACTERISTICS

This is the full supervisory level classification for the Information Technology Specialist series, which provides support for County computers, networks and phone systems. Incumbents are responsible for participating in, planning, assigning, reviewing, and approving the work of subordinates, including providing functional and administrative supervision over assigned staff. Incumbents use advanced technical and leadership skills to provide a variety of support services and lead implementations of complex systems and technologies within an ever changing landscape of customer needs, as a means to ensure security, and prevent single point of failure. Excellent verbal communication and presentation skills are requisite, as is the ability to plan, effectively manage time, and organize a team around projects. Errors in judgement can jeopardize projects significant in terms of lost dollars, time, and image, as well as potential legal exposure as result of compliance or data loss.

REPORTS TO

Infrastructure Manager
Information Technology Director

CLASSIFICATIONS DIRECTLY SUPERVISED

Provides supervision, direction, scheduling, training for the IT Specialist Series.

EXAMPLES OF DUTIES

Duties include but are not limited to the following:
- Provides expert level technical support on hardware and software used by agency personnel.
- Ensures expert level technical support on hardware and software is provided to agency staff.
- Resolves highly complex system errors and issues, which involve advanced knowledge of operating systems, networks, and deployed software.
- Plans, determines requirements, tests, participates in the design and implementation of complex computer systems.
- Ensures security compliance with agency policies, contracts, and partnerships, in a manner that reflects industry standards.
- Is responsible for documentation, and ensuring accuracy and completeness for agency technology systems.
- Leads efforts in problem analysis and recommending corrective action to those problems as necessary.
- Provides mentorship and guidance for other IT Specialist staff with functional supervision duties.

- Provides functional and administrative supervision over assigned staff including priorities.
- Leads Business Analysis efforts with customers and ensures customer success of implemented systems.
- Serves as a project manager, coordinating administrator work and end-user support needs to ensure the overall lifecycle of technology implementation efforts.
- Maintains accurate records and develops documentation for County technology systems.
- Oversees the development and evaluation of Countywide Standards, procedures, policies and documentation in conjunction with the IT Director.
- Attends trainings, seminars and user conferences to inform agency recommendations and practices.
- Performs other related duties as assigned.

QUALIFICATIONS

Thorough knowledge of:
- The methods and techniques used in the installation, configuration, support and troubleshooting of relevant operating systems, software applications, hardware and peripherals.
- Methods to analyze and recommend business solutions to meet customers' needs and requirements.
- Commonly and/or locally used operating systems, software applications and hardware.
- Principles, practices, and methods of Project Management.
- Problem analysis techniques such as Root Cause Analysis.

Working knowledge of:
- Network concepts and administration including telephony and video communication.
- Enterprise system administration and user management including high level security awareness.
- Principles, practices, and methods of training, mentoring, and supervision.
- The importance of timely implementation of changes.

Some knowledge of:
- The methods and techniques of developing and monitoring project budgets.
- General knowledge of Requests for Proposals (RFP) and Feasibility Study Reports (FSR).

Ability and willingness to:
- Expertly install, upgrade, and maintain desktop hardware and software.
- Oversee documentation efforts to ensure quality and usability for department staff.
- Develop, oversee, and participate in training for agency and IT Department staff.
- Ensure smooth operation of core business systems, including but not limited to system maintenance, backup & disaster recovery, network and transaction monitoring, and other related aspects.
- Demonstrate strong business process and project management skills, including setting goals and priorities oriented around increasing efficiency.
- Conduct Business Analysis efforts in order to develop innovative solutions to meet customer's needs.
- Accurately gather and organize data to make recommendations.
- Ensure compliance with standards of performance that are tied to organizational goals that control, develop, and enhance staff productivity.

- Coordinate projects and resources by establishing priorities and directing activities of assigned work.
- Gather and provide accurate budget information and track effectively throughout the lifecycle of projects and initiatives.
- Prepare, clear, concise and accurate presentations and reports for technical and non-technical audiences.
- Attend trainings, seminars and user conferences to inform agency recommendations and practices.
- Serve as a Disaster Service Worker during certain emergency operations.
- Be service oriented, effectively represent the County's Information Technology Department, and inspire others to think creatively for the good of the County.
- Establish and maintain cooperative working relationships.
- Maintain confidentiality.

TRAINING AND EXPERIENCE:

Any combination of training and experience which would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities might be:

A Bachelor's degree from an accredited college or university in a computer related field and five (5) years of experience performing both technical support and training;

OR

Six (6) years of experience performing Tier 1 technical support and training for a similar organization.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand, walk, stoop, kneel, and crouch; physical ability to lift and carry objects weighing up to 50 pounds on an occasional basis and in excess of 50 pounds with assistance; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; excellent verbal communication; use of office equipment.

TYPICAL WORKING CONDITIONS

Work is performed in an office; occasionally works outside; exposure to electrical energy and dust; frequent contact with staff and the public.

SPECIAL REQUIREMENTS:

- Satisfactory completion of a Department of Justice background investigation.
- Possession of a valid driver's license and occasional need to drive in excess of 100mi./day.
- May be asked to work other than a normal 8:00 AM to 5:00 PM shift including On-Call/After-Hours emergency support.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents will be required to follow instructions and to perform other job related duties as may be required.

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Salary Range 81