DATE	APRIL 2021
JOB CODE	
FLSA	EXEMPT
EEO	

JOB TITLE: Technology Operations Officer
DEPARTMENT/DIVISION: Information Technology
REPORTS TO: Chief Information Officer

SUMMARY: Responsible for managing the City's technical divisions to ensure that information Services strategy, policies and procedures implemented for the most effective support of the City's technology infrastructure. Also responsible for providing leadership for delivery of various technology-related services.

ESSENTIAL JOB FUNCTIONS:
- Hire, train, and develop talent to both accentuate operations and help fulfil staffs desired professional career goals.
- Help to implement the strategic and operational goals of the department, motivating staff, and delivering top tier customer service.
- Oversee all operational components, including, but not limited to Service Desk, Supply Chain, Project Management.
- Manages technology related to incident, problem, and change management and work with the management team to integrate and better manage configuration and capacity management.
- Responsible for the supply chain of information technology, including request, negotiation, contract management, approval, procurement, receiving, inventory, refreshment cycle, sunsetting, and disposal of hardware and software.
- Monitors emerging trend, new and innovative emerging technologies and methods, opportunities, and the voice-of-the-customer helping to architect requirements for workflow and process improvements to deliver exceptional service delivery.
- Oversees the cohesive and collaborative operations of the division to ensure the perfect customer experience, both for internal and external customers.
- Coordinates with management teams from other departments to fulfill the needs of the organization.
- Oversee the project management framework to improve project success, with special emphasis on:
  - Building trust and relationships withing the organization
  - Long and short-term plans, including setting targets for milestones, adhering to deadlines, and allocating resources.
  - Assigning, internal and external resources to projects; leveraging skillset, relationships, and abilities of project resources
  - Over seeing projects and building plans to resolve risk
  - Communicating with executives or steering comities to keep the project aligned and with their goals.

Technology Operations Officer

- Oversee quality control on the project throughout development to maintain the standards expected.
- Build and maintain strong, effective working relationships with subject matter experts, teams, peers, and vendors and help to design, develop, and implement the objectives of the department including performance measures and service improvements.
- Work with management team to ensure compliance with external regulatory controls, such as Texas procurement law and cooperatives such as the Texas Department of Information Resources (DIR), Buy Board, and GSA.
- Represents City in in meetings, speaking opportunities, and publication to partner and lead in modern day technology evolution.
- Evaluate and ensure staff performance, training needs are met, compliance with certification requirements, and performance metrics.
- Participates in a variety of special projects in support of departmental operations, which may include analyzing vendor contracts; performing special studies; providing guidance and recommendations to departments to ensure organizational sustainability and maximize organizational efficiency, effectiveness, and performance; recommending cost-conscious decisions and actions; and/or, performing other related activities.
- Performs other duties as assigned, which may involve irregular work hours, including evenings and weekends.

SUPERVISORY/BUDGET RESPONSIBILITIES:
- Supervisory responsibilities over Help Desk, Project Management and Supply Chain

KNOWLEDGE, SKILLS, AND ABILITIES:
- Extensive knowledge of industry standard IT management frameworks, such as ITIL, and experience with implementing such frameworks within an IT department
- Extensive technical knowledge of Service Delivery software, including incident, problem, and change management, including inventory, alerting, and project management software.
- Knowledge of strategic planning principles
- Knowledge of process improvement principles and practices (BPM)
- Knowledge of disaster and business recovery practices
- Knowledge of government operations and processes
- Skilled in evaluating quality.
- Skilled in assessing cost efficiency.
- Skilled in tracking service lifecycles.
- Skilled in managing projects.
- Skilled in identifying and solving problems.
- Skilled in documenting service outages and resolutions
- Skilled in leading and collaborating with individuals, teams, and division accentuating customer service.
- Skilled in applying making data driven decisions, independent judgment, personal discretion, and resourcefulness in interpreting and applying guidelines.
- Skilled in reading, interpreting, applying, authoring, and explaining rules, regulations, policies, and procedures.

- Skilled in preparing detail orientated, clear, summarized, centralized, and concise reports.
- Skilled in gathering and analyzing information and making recommendations based on findings and in support of organizational goals.
- Skilled in communicating effectively with a variety of individuals.
- Ability to communicate with users to define system requirements and resolve problems.
- Ability to analyze technical problems and develop permanent solutions.

MINIMUM QUALIFICATIONS:
- Bachelor's Degree in Information Systems, Business, or related area of study
- 7 years' of progressively responsible information technology experience
- ISC² CISSP (Certified Information Systems Security Professional) or ability to obtain within 12 months of employment
- Project Management Professional (PMP) Certification
- Must qualify for and maintain compliance with Criminal Justice Information Systems access requirements.
- Must possess or be able to obtain and maintain a valid Texas driver's license.

PREFERENCES:
- 7-9 years' experience in delivering, leading, and transforming information technology
- 7 years in Desktop Support, Project Management, and/or other technology related experience

WORKING CONDITIONS:
- Office and Remote working conditions
- Occasional lifting and carrying up to 50 pounds.
- Work may be performed in a data-center environment, involving loud noise and temperature irregularity.
- Work both indoors and outdoors and are exposed to cold and hot temperatures, constant noise, fume/odor hazards, road hazards, heights, and mechanical and electrical hazards.

CONDITIONS OF EMPLOYMENT:
- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.