



TECHNICAL SERVICES MANAGER

DEFINITION

The Technical Services Manager is a management level position and is responsible for assisting the Chief Information Officer in the design, development, implementation, and maintenance of complex technology projects. Additional duties include planning, organizing, leading, and managing the technical staff with overall day-to-day functions of IT's network-operations unit which includes the following areas: server, network infrastructure, data storage, telecom services, and helpdesk.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Chief Information Officer. Responsibilities include direct or indirect supervision of lower level clerical and technical positions, including interns and temporary staff.

EXAMPLES OF DUTIES

Duties may include but are not limited to the following:

ESSENTIAL JOB FUNCTIONS:

Conduct day-to-day system administration tasks such as reviewing system logs, providing remedies to system abnormalities, and performing system maintenance. Design, plan, and implement new software/hardware with minimal downtime. Configure, troubleshoot, and perform maintenance of core network hardware, such as firewall, routers, and switches. Analyze and resolve network problems, and management of network devices. Manage user access and policies in coordination with the current security mandate. Coordinate and manage multi-shareholder complex projects and facilitate technical issues. Supervise subordinate staff to ensure customer requests are met efficiently. Plan and coordinate subordinate staff schedules to ensure effective use of staff's time. Assist staff in configuration and troubleshooting of tier II/III requests. Conduct studies and analyses related to system administration such as disaster recovery and security audits. Act as project lead for other projects that may originate in other City departments. Examples include - audio visual, camera systems, radio systems, and building access systems.

OTHER JOB FUNCTIONS:

Administer contracts with external service providers and act as contractor liaison. Work with vendors to ensure system operability/functionality and to ensure the success of system implementations. Maintain a fundamental understanding of technology, practices, and trends, including system development and administration. Assist in assessing the strategic direction of information technology and in developing strategic plans for use of new technology. Conduct studies and analysis related to system administration such as disaster recovery and security audits. Develop budget input for

projects, obtain approval as needed from higher authorities, and coordinate implementation plan. Promote safety in the workplace, ensure adherence to security and data confidentiality guidelines. Provide input on operational processes and procedures. Understand principles and procedures as they relate to application support within municipal environments, such as but not limited to accounting, public safety, public works, and community development. Serve in a stand-by status after regular working hours and respond to emergency call-outs as needed to maintain system operations. Make independent decisions on actions to be taken during a call-back and on when to involve other support personnel. Perform general office duties, conduct data entry, prepare and file routine reports and correspondence. Responds to IT related inquiries from outside agencies regarding City activities such as public records requests. Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service. Participate with professional groups and associations to maintain a current understanding of this highly changing occupational field. Acts as Chief Information Officer in their absence. Performs related or other duties as assigned.

QUALIFICATIONS:

Knowledge of:

- Current trends in information technology software, business systems, hardware, networks, and communications
- Physical and virtual environments, hardware and software requirements.
- Enterprise cybersecurity protection including firewall configuration, spam filter, end point patching and protection, multi-factor authentication, backup/restore solutions
- Laptop, desktop, in-vehicle solution, virtual / cloud offerings
- Network Bridges, Microwave, Security Cameras, Audio Visual...
- Storage Area Networks, Network Attached Storage, and iSCSI
- Video Conferencing, projectors, sound systems
- Standard testing and troubleshooting techniques.
- Infrastructure services including Domain Authentication, DNS, DHCP, NTP, DFS, VSS, SSO, RADIUS, IIS, and KMS.
- Enterprise antivirus solutions and enterprise backup and disaster recovery solutions
- Microsoft SQL database servers, and File, Print, and Application servers; Microsoft database applications and MS Office
- Microsoft Exchange servers and Office365

Skill to:

- Provide overall guidance on citywide cyber security/data integrity objectives.
- Troubleshoot software problems and make appropriate modifications and repairs.
- Install, configure and maintain a VMWare virtual environment.
- Understanding of Windows server operating systems and basic Linux operations.
- Automate processes using advanced scripting techniques.

- Manage user and groups, e-mail accounts, logon scripts, group policies, and access permissions.
- Monitors server logs and performance data, and configures servers and networks to maximize performance.
- Prepare accurate correspondence, reports, diagrams, graphs, charts, exhibits, displays, and other descriptive material.
- Understanding of project management and industry wide IT practice and framework (PMP, ITIL, NIST).
- Respond appropriately, effectively, and promptly to the needs of internal and external customers using principles of good customer service.
- Conduct any data entry functions accurately and timely.
- Develop cooperative public relations with other City departments, businesses, and the general public.

Ability to:

- Communicate effectively orally and in written format in a variety of situations and formats
- Provide guidance, supervise, and evaluate lower level technical staff to ensure optimal day-to-day operations. Ensure staff projects are completed by assigned deadlines. Understand the need for staff performance evaluation and disciplinary actions.
- Participate in the development and implementation of city-wide IT goals, objectives, policies, and priorities. Provide strategic direction in line with current technology.
- Procurement of software, hardware, and service agreements that may include the need to negotiate and utilize public bidding process (RFP, RFQ).
- Provide training to technical staff as required for operational needs. Provide overall guidance on citywide cyber security / data integrity objectives.
- Evaluate and recommend software, hardware, and services for purchase.
- Organize and prioritize work, and meet critical time deadlines.
- Maintain systems after hours to allow higher availability for staff.
- Prepares clear and concise program documentation, user procedures, and instructions.

MINIMUM EDUCATION AND EXPERIENCE:

Education & Experience

Education: Bachelor's degree (or the equivalent of 120 completed semester units) from an accredited college or university with major coursework in computer science, information technology, or closely related field. Possession of specialized technical related certificates may be substituted for some required education.

Experience: In addition to education, the following experience is required: three years of experience similar to an IT Analyst position with supervisory duties.

OR

Education: Associates degree (or the equivalent of 60 completed semester units) from an accredited college or university with major coursework in computer science, information technology, or closely related field.

Experience: In addition to education, the following experience is required: Minimum six years of experience similar to an IT Analyst position with supervisory duties, with a minimum of three years of experience held at the City of Woodland IT Division.

License or Certificate:

Possession of a valid California Driver's License.

ADA COMPLIANCE

Physical Ability: Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

Other Requirements:

Sensory Requirements: Requires the ability to recognize and identify similarities and differences between shade, degree or value of colors, shapes, sounds, forms, textures or physical appearance associated with objects and people.

Environmental Factors: May be subjected to moving mechanical parts, electrical currents, vibrations, fumes, odors, dusts, gases, poor ventilation, chemicals, oils, extreme temperatures, work space restrictions, intense noises, and environmental dangers.